

---

# Using Amanda Portal Station

**Version 1.xx**

User's Guide 10/01 Edition

Amanda®

---

# Copyright and Trademark Notices

Copyright © 1999–2001 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 is a registered trademark of The Amanda Company. Other brand names and product names are trademarks or registered trademarks of their respective owners.

## Limited Warranty on Software

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

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

IN NO EVENT AND NOTWITHSTANDING ANY DOCUMENT, REPRESENTATION, OR OTHERWISE, SHALL THE AMANDA COMPANY BE LIABLE TO YOU FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONTINGENT, OR CONSEQUENTIAL DAMAGES, INCLUDING DAMAGES FROM LOSS OR CORRUPTION OF DATA,

---

INTERRUPTED USE, LOST PROFITS, COST OF PROCURING SUBSTITUTE GOODS, TECHNOLOGY OR SERVICES, EVEN IF THE AMANDA COMPANY OR AN AUTHORIZED THE 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 the 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

# 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 Standard 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.

## Conventions

This manual uses the following terminology and conventions:

<b>Amanda</b>	The name by which this manual refers to the Amanda Portal system to make reading about the system easier.
<b>caller</b>	Someone who calls into Amanda. A caller often obtains information, leaves a message for someone, and/or provides information.
<b>user</b>	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 all personal option, such as Do Not Disturb.

<b>guest</b>	Someone without an extension that Amanda stores messages for. A guest can access Amanda to play, delete, and send messages as well as set some personal options, such as a pager number for notification.
<b>File⇒Logon...</b>	To show the selection of menu commands from menus, this book uses the name of the menu, followed by an arrow and the name of the command. For example, “select <b>File⇒Logon...</b> ” means open the File menu, then click the Logon... command.

---

# Contents

---

Copyright and Trademark Notices . . . . .	ii
Limited Warranty on Software . . . . .	ii
Fraudulent Usage Advisory . . . . .	iii
Customer Service and Support . . . . .	iv
End User Support . . . . .	iv
System Administration Support . . . . .	v
Installation Support . . . . .	v
Conventions . . . . .	v
<b>Chapter 1:</b>	
<b>Installing Amanda Portal Station . . . . .</b>	<b>1</b>
System Requirements . . . . .	1
<b>Chapter 2:</b>	
<b>Introducing Amanda Portal Station . . . . .</b>	<b>5</b>
Logging On and Off . . . . .	7
Using This Guide . . . . .	8
<b>Chapter 3:</b>	
<b>Automatic Scheduling . . . . .</b>	<b>13</b>
Creating Schedules . . . . .	14
Setting Schedule Options . . . . .	16
Editing Schedules . . . . .	18
Deleting a Schedule . . . . .	20
Notes for Administrators . . . . .	20
<b>Chapter 4:</b>	
<b>Caller Options . . . . .</b>	<b>23</b>

**Chapter 5:**

<b>Chain Information</b> .....	<b>25</b>
Adding a Method .....	28
Creating a Method .....	30
Renaming a Method .....	31
Deleting an Existing Method .....	32

**Chapter 6:**

<b>Extended Mailbox Properties</b> .....	<b>33</b>
Creating Mailbox Properties .....	34
Editing Mailbox Properties .....	35
Deleting Mailbox Properties .....	36

**Chapter 7:**

<b>General Information</b> .....	<b>37</b>
Providing the User's Name .....	38
Adding a User to a Directory .....	39
Creating Additional Directories .....	42

**Chapter 8:**

<b>Greetings</b> .....	<b>43</b>
Sample Greetings .....	44
Work-hours Greeting .....	44
After-hours Greeting .....	44
Away-from-the-office Greetings .....	45
Custom Busy Greeting .....	45
Name and Extension Message .....	46
Managing Your Greetings .....	46
Creating a Personal Greeting .....	47
Creating a Custom Busy Greeting .....	51
Creating a Name and Extension Message .....	52
Editing a Greeting or Name and Extension Message .....	53
Reviewing a Greeting .....	54
Setting Your Current Greeting .....	54
Using a Custom Busy Greeting .....	55
Managing Non-greeting MMOs .....	56
Notes for Administrators .....	58
Setting Greeting Time Limits .....	58



**Chapter 9:**

<b>Immediate Descendants</b> .....	<b>59</b>
Creating a Mailbox. ....	60
Deleting or Moving a Mailbox. ....	62

**Chapter 10:**

<b>Member Lists</b> .....	<b>65</b>
Creating a Member List .....	66
Editing a Member List .....	68
Deleting a Member List .....	69
Notes for Administrators .....	70

**Chapter 11:**

<b>Message Folders</b> .....	<b>71</b>
Message Folders .....	74
Being Notified about New Messages .....	75
Playing or Viewing a Message .....	76
Sorting Messages .....	77
Deleting a Message .....	78
Composing and Sending a Message .....	80
Forwarding a Message .....	87
Replying to a Message .....	90
Reviewing Message Properties .....	91
Moving All Messages to Another Mailbox .....	93
Allowing and Limiting Time for Messages .....	94
Using Windows Applications .....	95
Identifying the Application that Records Messages .....	95
Identifying the Application that Plays Messages .....	96

**Chapter 12:**

<b>Notification</b> .....	<b>97</b>
Managing Notification Records and Templates .....	98
Creating a Notification Template or Guard Method .....	99
Creating a Notification Record .....	100
Deleting a Notification Record .....	103
Changing Notification Telephone Numbers .....	104
Emergency Lists .....	104

**Chapter 13:**

<b>Privileges</b> .....	<b>107</b>
Adding Privileges .....	113
Enabling and Disabling Privileges .....	115
Changing Privilege Values .....	115
Understanding Locks .....	116

**Chapter 14:**

<b>Using Phonics</b> .....	<b>119</b>
----------------------------	------------

**Chapter 15:**

<b>Security Code</b> .....	<b>125</b>
----------------------------	------------

**Chapter 16:**

<b>Statistics</b> .....	<b>127</b>
-------------------------	------------

**Chapter 17:**

<b>Logon Options</b> .....	<b>131</b>
----------------------------	------------

**Chapter 18:**

<b>Administrative Reports</b> .....	<b>135</b>
Example Report (When Saved as Text) .....	136
Managing Reports and Report Templates .....	136
Creating Reports and Report Templates .....	137
Creating Reports from Existing Templates .....	141
Saving Reports as Files .....	142
Understanding the Report Fields .....	143

**Chapter 19:**

<b>Administrative Monitor</b> .....	<b>151</b>
Monitoring Ports .....	152
Resetting Ports .....	153
Monitoring Users .....	154
Disconnecting Users .....	155
Tracing Port Activity .....	156
Checking General Information .....	157
Monitoring Resources .....	157

---

<b>Chapter 20:</b>	
<b>Tcl Command .....</b>	<b>159</b>
<b>Index.....</b>	<b>161</b>



---

# Chapter 1: Installing Amanda Portal Station

---

Installing Amanda Portal clients is a simple process. The only decisions you have to make are about the installation folder, the name of the program group, and what clients to install. Amanda Portal has three clients:

- Amanda Portal Station for controlling your mailbox, routing incoming calls, and managing the messages sent to or from your mailbox.
- CallQ Agent for processing incoming calls from a queue of calls to a team, for example, a customer support group.
- Amanda Portal Station Addition for the Amanda administrator.

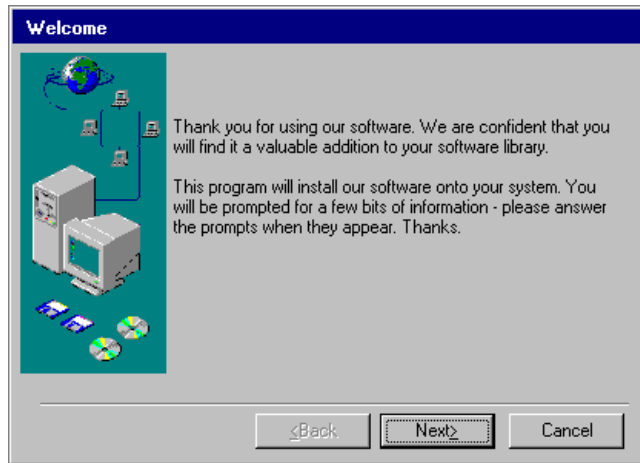
## System Requirements

To run these clients, you need one of the following operating systems:

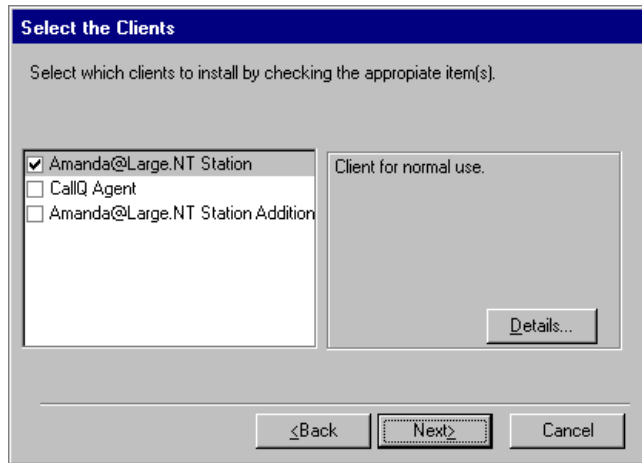
- Windows 95 with Internet Explorer 5.0
- Windows 98
- Windows NT 4.0, Service Pack 5 or later
- Windows 2000, Service Pack 2

### **To install Amanda Portal clients:**

1. From the CD ROM or a network location, start client.exe.  
The Welcome dialog box opens.



2. Click Next>.  
The Select an Installation Folder dialog box opens.
3. Do one of the following:
  - Use the default location (C:\AmaNTClients)
  - Type or browse for a folder location.
4. Click Next>.  
The Select the Clients dialog box opens.



By default Amanda Portal Station is already selected.

5. If you are an Amanda administrator, select the Amanda Portal Station Addition check box.
6. Depending on your job and your company, you may also need to select CallQ Agent.  
Check with your administrator before installing this client.
7. Click Next>.  
The Select a Program Group dialog box opens.
8. Use the default or type a new name for this program group.
9. Click Finish>.  
The Installation Is Complete dialog box opens.
10. Click OK.





---

# Chapter 2: Introducing Amanda Portal Station

---

Amanda Portal Station allows you to set up your Amanda mailbox and listen to your messages from your Windows workstation.

The guide is directed at the three types of people who will use Amanda Portal Station:

typical users                      Typical users manage only their own mailboxes and perhaps set up an occasional guest mailbox.

supervisors                        Those who supervise a group of Amanda users often manage their own mail boxes and those of the users that they supervise.

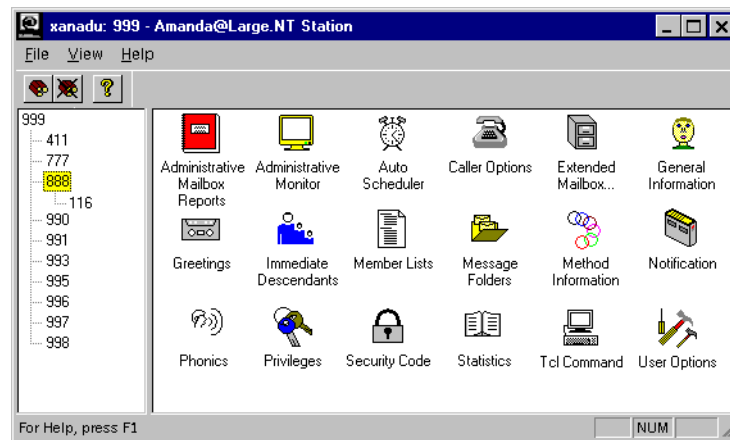
Amanda mailboxes are set up in a hierarchical or tree format. A supervisor's mailbox is the parent of other users' mailboxes. As the parent, it can provide and remove user privileges, lock portions of the user interface, and so on.

Amanda administrator        The Amanda administrator is the owner of the administrator mailbox (usually 999). This mailbox is the root of the mailbox tree and can control any users' mailboxes. Usually, the administrator creates and removes mailboxes that have telephone extensions and is in control of the extension plan for the company.

The Administrator mailbox has all the available privileges and delegates them to supervisors and/or typical users.

The following figure shows Amanda Portal Station's main window. The title bar shows:

- The name of the Amanda server (in this case, xanadu)
- The selected mailbox number (in this case 888)
- The name of the application: Amanda Portal Station



The window has two panes. The left pane shows the mailbox tree, with 999, the administrator's mailbox as the root of the tree. For example, mailbox 888 is a child of 999, and mailbox 116 is a child of 888. Mailboxes 999 and 888 are ancestors of mailbox 116, and, in this case, the owners of mailboxes 999 and 888 can control privileges, etc. for mailbox 116.

The right pane displays the icons for various parts of Amanda Portal Station's interface. Depending on the privileges of the logged-on user, some of these icons may not be visible. Even when they are visible, portions of them may be locked.

The main window has a View menu from which you can adjust the splitter bar between the two panes and show or hide the toolbar and status bar.

The Help menu allows you to use help for this product and to check version and copyright information.

## Logging On and Off

To listen to messages, set options, and so on, you must be logged on to your mailbox on the Amanda server. You can log on from your workstation or from the telephone. From Amanda Portal Station, you can log on once for each connection you have to the Amanda server. This usually means you can log on to only one mailbox at a time.

### To log on from your workstation:

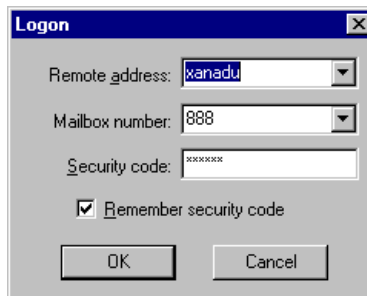
1. Start Amanda Portal Station from the Start menu or from an icon on your desktop.

The main window opens.

2. Do one of the following:

- Click Log On  on the toolbar.
- Select **File**⇒**Log On...** from the menu bar.

The Log On dialog box opens.



3. Select the name of the server from the Remote Address list box.

4. Type your mailbox number and security code in the appropriate boxes.
5. (Optional) Select the Remember Security Code check box if you don't want to type in your security code every time you log on.

It is safest to leave this unchecked so others cannot access your mailbox.

6. Click OK.

**TIP:** To cancel a lengthy operation once you have logged on, select **File⇒Stop Waiting** from the menu bar.

To log off, click Log Off  on the toolbar.






To exit, select **File⇒Exit** from the menu bar. Exiting automatically logs you off.

## Using This Guide






Each icon in the right pane of the Amanda Portal Station main window has its own chapter. You should refer to the chapters for the icons of importance to you. The chapters are arranged alphabetically by the label beneath the icon. (The exceptions to this are the last three chapters, Administrative Mailbox Reports, Administrative Monitor, and Tcl Commands. They are not in the main window for most users, so they are at the end of the guide to avoid confusing anyone.)

The icons of importance to typical users are shown in the following table in the order you should probably use them when you first set up your mailbox.

## Icons Important to Typical Users

Icon	Description
 Security Code	<p>One of the first things you do after you log on to Amanda Portal Stations is change your security code.</p> <p>See “Chapter 15: Security Code” for more information.</p>
 Greetings	<p>To use Amanda effectively, you must create some greetings for your caller’s to listen to when you do not answer your telephone and want the caller to leave a message. From the Greetings dialog box, you can also create a custom busy message and a name and extension message. The custom busy message plays when your telephone is busy. Amanda uses the name and extension message for several purposes.</p> <p>See “Chapter 8: Greetings” for more information.</p>
 General Information	<p>Amanda needs to know your name, your extension, and the names to use for you in the public directory. When a caller uses the public directory, pressing the digits that represent the letters in your name results in Amanda telling the caller what number to dial for you.</p> <p>Often the General Information dialog box is filled out for you by a supervisor or the Amanda administrator, but you need to check to be sure.</p> <p>See “Chapter 7: General Information” for details.</p>
 Caller and User Options	<p>You need to set the caller and user options because they are used to process your calls properly. For example, you use the caller options to let Amanda know that callers can be put on hold when your extension is busy. You use the user options to turn Screen Calls and Do Not Disturb on and off.</p> <p>See “Chapter 4: Caller Options” and “Chapter 17: Logon Options” for more information.</p>
 Auto Scheduler	<p>The Auto Scheduler lets you turn some of your user options on and off automatically. For example, you might want Do Not Disturb turned on every evening after hours so that Amanda does not ring your extension. Then callers can leave messages immediately.</p> <p>See “Chapter 3: Automatic Scheduling” for more information.</p>

## Icons Important to Typical Users (Continued)

Icon	Description
 Message Folders	You listen to, send, forward, and replay messages using Message Folders. See “Chapter 11: Message Folders” for more information.
 Member Lists	You use Member Lists to create mailing lists so that sending the same message to several users is more convenient. See “Chapter 10: Member Lists” for more information.
 Notification	When messages are left for you, you will want to be notified. Most of the notification processes are set up for you by others, but you make need to familiarize yourself with the notification dialog box. See “Chapter 12: Notification” or more information.
 Immediate Descendants	If you need to create a mailbox for a guest, you use Immediate Descendants. Few typical users will have this need, but you may want to familiarize yourself with this dialog box anyway. See “Chapter 9: Immediate Descendants” for more information.
 Statistics	The Statistics dialog box displays information about your mailbox, such as how many messages you have. Your supervisor may be more interested in these statistics, but you, too, might be curious about them. See “Chapter 16: Statistics” for more information.

Supervisors have their own mailboxes and should be interested in all of the icons in the above table. The last three icons in that table should be more important to supervisors than to typical users because many supervisors:

- May need to decide what notifications a user needs
- Are very likely to create new mailboxes on a regular basis
- Usually check statistics regularly to see what employees are doing.




If the Amanda administrator set up mailbox templates with care, the Notifications icon may be less important to the supervisor because the notification records can be copied from a template to a new mailbox.

The first few icons in the next table may also be important to supervisors as they may need to:





- Set privileges for the mailboxes they create
- Add properties to a mailbox
- Change how incoming calls and user logons are processed
- Create some reports

However, these features as well as monitoring Amanda and using tcl commands are primarily of importance to the Amanda administrator.

## Icons Important to Administrators

Icon	Description
 Privileges	Supervisors and administrators usually set privileges for the mailboxes they create. See “Chapter 13: Privileges” for more information.
 Extended Mailbox Properties	Extended mailbox properties can be used to add additional functionality to Amanda. For example, you could set up voice over IP via a POP server. See “Chapter 6: Extended Mailbox Properties” for more information.
 Method Information	Tcl methods determine what happens when a call arrives, when a user logs on, and so on. Usually the Amanda administrator selects the methods that should be used for each mailbox template. Sometimes the administrator or supervisor need to adjust these. See “Chapter 5: Chain Information” for details.

## Icons Important to Administrators (Continued)

Icon	Description
 Phonics	Amanda might need a variety of pronunciations for users' names, etc. See "Chapter 14: Using Phonics."
 Administrative Mailbox Reports	Creating reports on Amanda usage are usually an important part of the Amanda administrator's job. See "Chapter 18: Administrative Reports" for more information.
 Administrative Monitor	Monitoring the Amanda server is critical to the smooth operation of the Amanda system. See "Chapter 19: Administrative Monitor" for more information.
 Tcl Command	The Amanda administrator might write tcl methods from time to time and need to test them. See "Chapter 20: Tcl Command" for more information.



---

# Chapter 3:

## Automatic Scheduling

---

Schedules automatically change how Amanda processes calls. For example, you can change:

- 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
- Other tcl code

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 schedules.

For example, you can define a schedule 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 any number of schedules for each mailbox under your control.

Amanda executes schedules exactly as instructed—whether or not the change makes any sense. However, if the date to repeat a schedule falls on an invalid day, Amanda waits for a valid day before executing the schedule. (Amanda 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 schedule again on Sunday. Because Sunday is also an invalid day, Amanda waits another day

and executes the schedule on Monday. From the execution time on Monday, Amanda starts the next 48-hour period.


Some of the options that a schedule controls can be changed by users from their telephones or by using Amanda Messenger. For example, users can change their greetings and Do Not Disturb options (unless you have them locked).

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 schedules is much more convenient.

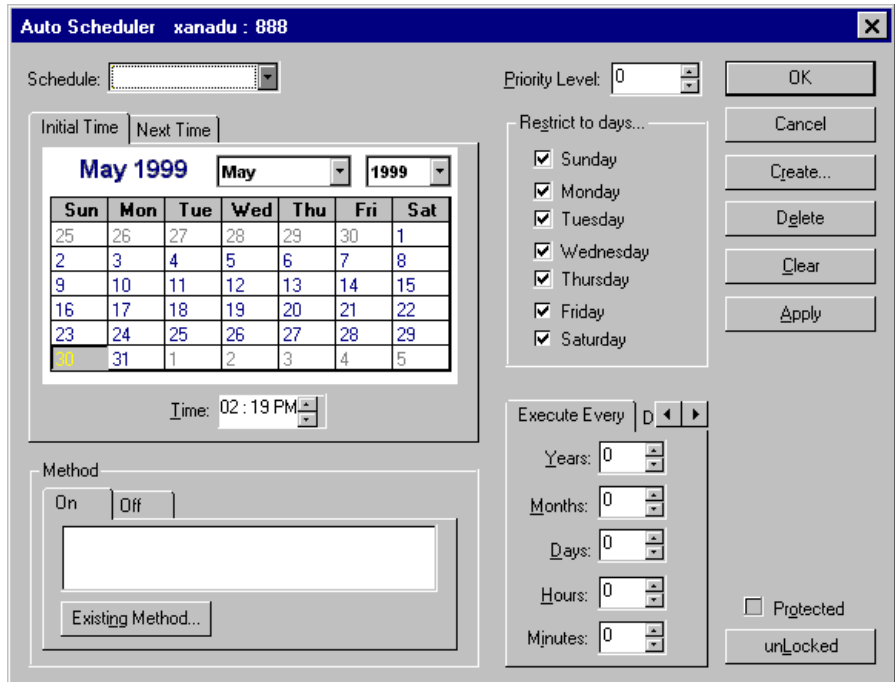
## Creating Schedules

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

### **To create a schedule:**

1. From the Amanda Portal Station window, select the mailbox to be scheduled from the mailbox tree.
2. Click the Auto Scheduler  icon.

The Auto Scheduler dialog box appears.



The schedules are numbered, starting with 1. If you see a 0 in the Schedule spin box, no schedules exist for this mailbox.

3. If you do not see a 0 in the Schedule spin box, an existing schedule appears in the dialog box.

If you already have several schedules, one might be very similar to the one you are creating. Starting with it can save you time.

4. (Optional.) Click Clear to reset the entire dialog box to its default settings—unless you want to use the existing settings.

5. Click Create to immediately start a new schedule with the current schedule's settings.

If you don't click Create at this point, you could accidentally edit an existing schedule (by clicking OK or Apply).

6. After settings all the options on the dialog box, you will click Apply to update this new schedule with those new settings.

## Setting Schedule Options

1. From the Auto Scheduler dialog box, select a priority level for this schedule.

Give higher priorities to schedules that override other schedules that execute at the same time. For example, if an employee is on vacation, the greeting that explains that the called party is unavailable until a certain date or that explains to the caller that the call is being rerouted to an assistant should have a higher priority than the others (and actually override the others) for the days that the employee is out of the office. For example, this might be priority 1.

If there are three schedules that are executed daily, make them all the same priority so that they cannot override one another. For example, these might be priority 2.

2. Go to the Initial Time tab.
3. Select the starting date and time for this schedule using the calendar, the month, and year drop-down list boxes, and the time spin box.

The default is the current date and time.

**TIP:** Depending on where your cursor is in the Time spin box, the spin buttons change the hour, the minutes, or the setting for A.M./P.M.

The Next Time tab is set automatically when you select the settings for the Execute Every tab. You never select settings for a schedule using the Next Time tab. It is for reference purposes only. Use it to double-check that you have set the interval correctly using the Execute Every tab.

4. To indicate the days of the week on which this schedule can be executed, select or clear the check boxes (labeled Sunday through Saturday) in the Restrict To Days... group box.

For example, if a greeting is to play only on US Thanksgiving, you would click the Thursday check box.

5. Use the Execute Every tab to indicate how often the schedule will be executed. Select one of the following and a number to go with it:

**Select:**                    **Interval Between Executions:**

**Years**                    Use 1 for annually or x for every x years.

**Months**                Use 1 monthly or x for every x months.

**Days**                    Use 1 for daily or x for every x days.

**Hours**                    Use 1 for hourly or x for every x hours.

**Minutes**                Use x for every x minutes.

For example, if a greeting is to play only each year on US Thanksgiving, the interval should be 11 months and 29 days.

If the schedule is to be executed only once ever, use all zeros in the spin boxes on the Execute Every tab.

6. The Method group box is for tcl commands that executes an existing method (or the actual tcl method itself).

- a. Use the On tab for the method that performs an operation, such as changing a greeting, during the normal execution of the schedule.

It is best to use existing methods because several mailboxes can use that same method. Click Existing Method... to create or select a method.

For more information, see “Adding a Method” on page 28 or “Creating a Method” on page 30.

- b. (Optional) Use the Off tab for the method that executes only once—when the schedule’s duration time has been reached.

It is best to use existing methods because several mailboxes can use that same method. Click Existing Method... to create or select a method.

7. (Optional.) Set a duration for schedules that are temporary. For example, while an employee is on vacation, the mailbox may direct the caller to another employee, but only for 14 days.

- a. Click the Duration tab.
- b. Type a number of years, months, days, hours, and/or minutes.

If you do not set a Duration interval, the schedule will be executed indefinitely.

8. Do one of the following:


- Click Create to create a new schedule.
- Click Apply to update the existing schedule.

**TIP:** Click Clear to restart if you have made mistakes with this schedule and need to start over.

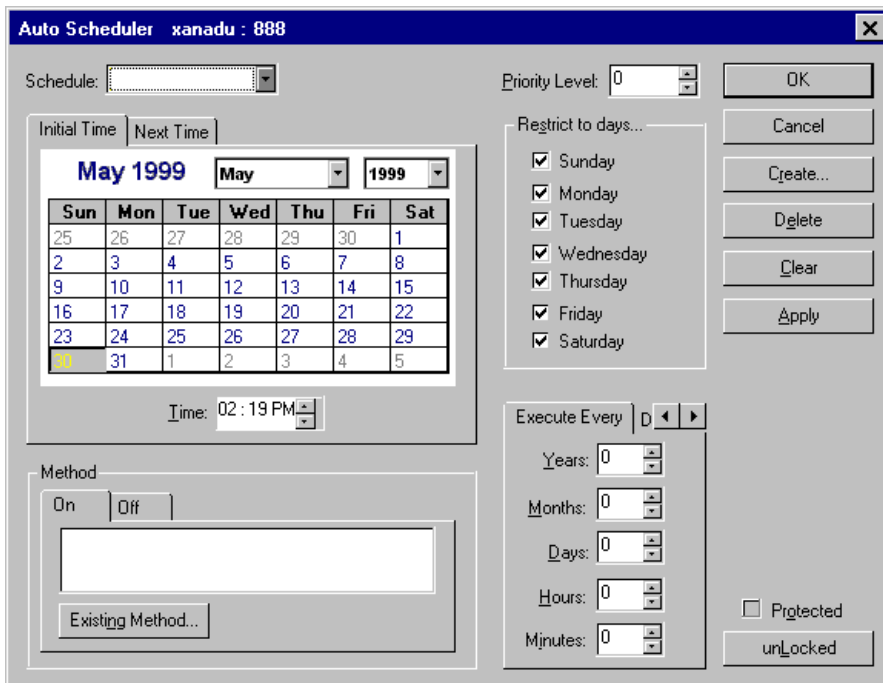
## Editing Schedules

You can edit schedules when necessary. For example, the duration might need to be extended or you might want to change the method being used.

### To edit a schedule:

1. From the Amanda Portal Station window, select the mailbox to be scheduled from the mailbox tree.
2. Click the Auto Scheduler  icon.

The Auto Scheduler dialog box appears.



The schedules are numbered, starting with 1. If you see a 0 in the Schedule spin box, no schedules exist for this mailbox.

3. Select the number of the schedule to be edited from the Schedule spin box.
4. After settings all the options on the dialog box, you will click Apply to update this new schedule with those new settings.

See “Setting Schedule Options” on page 16 for details about each option.

## Deleting a Schedule

You can delete schedules.

### To disable a schedule:

1. From the Amanda Portal Station window, select the mailbox to be scheduled from the mailbox tree.

2. Click the Auto Scheduler  icon.

The Auto Scheduler dialog box appears.

## Notes for Administrators

schedules automate one or more call-processing or other mailbox changes for a user. Schedules are created:

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

Managing schedules includes:

- Creating and modifying schedules
- Making the schedules needed by most or all users part of 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 schedule 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 schedule 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 schedules can also change the RNA greeting from 1 to 2 and back again.

- Testing schedules to verify that the expected call-processing changes do take place.

When testing a schedule, check whether Amanda makes the correct changes by changing the schedule's effective date and time. Do not adjust the Time... option. For example, you can put the schedule into



effect five minutes from now rather than tomorrow morning, then call the user's mailbox to see if his greeting (or whatever) has changed.

**CAUTION:** The locks block changes made by users via the telephone or Amanda Portal Station only.

- Editing schedules.

Be aware that editing a schedule for mailbox 997 does not update that schedule for mailboxes previously created as copies of mailbox 997. It affects mailboxes that will be created in the future but not the existing mailboxes. Existing copies of this schedule would each have to be edited separately.

However, if you edit a method that is used by a number of mailboxes, they all use the updated method.



---

# Chapter 4:

## Caller Options

---

You can view and change the settings for your mailbox's caller options. Amanda Portal Station is normally set up to use these settings to control how your mailbox interacts with your callers, but your settings may be ignored or overridden. If you cannot change one or more options, you may not have the privilege to do. See your system administrator.

Some options can be changed using the telephone. For more information, see *Using Amanda Portal Telephone Features*.

### **To view caller options:**

1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.

2. Click the Caller Options icon: 

The Caller Options dialog box displays the options described in the following table.

## Caller Options

Option	Description
Abbreviate “Leave message” prompt	<p>When this check box is selected, Amanda says, “Please leave a message at the tone.” This is the shortened version of the system greeting.</p> <p>When cleared, Amanda says, “Please leave a message for” followed by the name and extension recording. This is the usual default version of the system greeting.</p> <p>This option is of no interest to you if you create your own greetings for callers.</p>
Allow caller to hold while extension is busy	<p>When this check box is selected, the caller can press * to hold for a busy extension.</p> <p>When cleared, a busy signal at your telephone is managed the same way as a Ring No Answer (RNA) call. That means that the caller cannot hold for a busy extension and can only leave a message once RNA or BUSY is the state of the called extension (assuming the mailbox accepts messages).</p>
Play “Please hold” prompt	<p>When this check box is selected, Amanda says “Please hold while I try that extension” before transferring a caller.</p> <p>When cleared, Amanda says nothing and immediately puts the caller on transfer hold.</p>
Play “Begin recording at the tone” prompt	<p>When this check box is selected, Amanda plays, “Begin recording at the tone, finish by pressing # or hanging up” before the beep.</p> <p>When cleared, the caller hears only a beep.</p>
Play Post-record menu	<p>When this check box is selected, the caller hears the post-record menu, a menu that allows callers to review and/or re-record their messages.</p> <p>When cleared, the caller does not hear the menu.</p>
Ring No Answer after x rings	<p>Type the number of times the telephone should ring before the caller hears your greeting. For example, the default is 4, allowing you four rings to answer the telephone.</p>

---

# Chapter 5:


## Chain Information

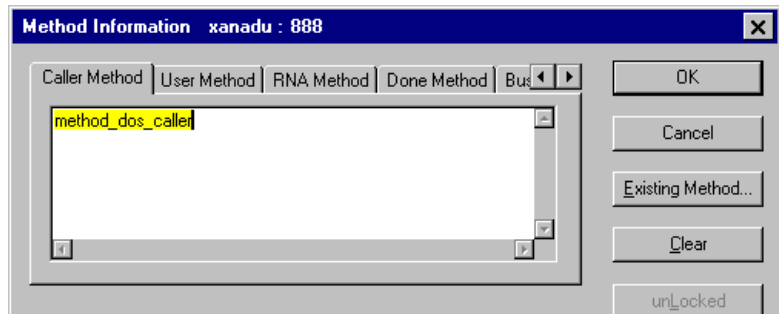
---

Tcl methods control how Amanda processes incoming calls and users logging on to their mailboxes on a per mailbox basis. For each mailbox, you supply a method that determines what Amanda does when:

- A caller requests the mailbox
  - The call is considered complete (for example, perhaps you want the caller to hear the main menu again and be allowed to speak with another user)
  - The user does not answer the call
  - The called extension is busy
  - The caller presses a digit in response to a menu
- A user logs on to the mailbox

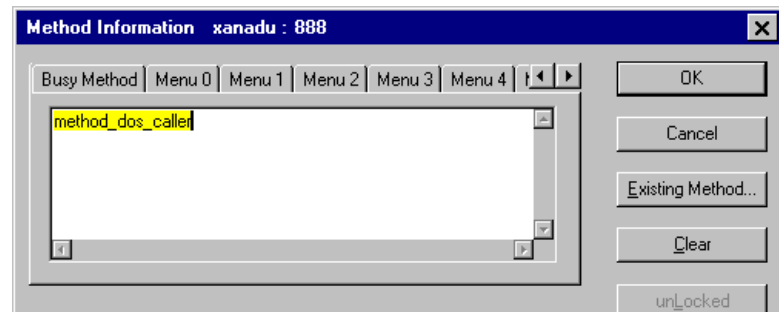
### **To control calls and logons:**

1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.
2. Click the Chain Information icon:   
The Methods dialog box has a tab for each method.



There are more tabs than can be displayed at one time.

Click the scroll buttons at the end of the tab display to show additional tabs in either direction.



When this dialog box is unlocked, you can type tcl commands directly into the tabbed text boxes or you can select one existing method for each text box by clicking Existing Method....

Adding an existing method replaces all the text currently in the text box with the name of the new method. You can add text above or below the new method.

The following table explains when the tcl commands or the method in each tab are executed.

If the dialog box is locked, you might not have permission to unlock it. See your Amanda administrator or your supervisor for details.

<b>Method</b>	<b>Explanation</b>
<b>Caller Method</b>	As a call comes in for a particular mailbox, Amanda processes the Caller method for that mailbox. This method usually applies the caller and user option settings. (For example, the method would process the call differently if Do Not Disturb is on than if it is off.)
<b>User Method</b>	As a user logs on to a mailbox, Amanda processes the User method for that mailbox. For example, a menu would let the user know what number to press for what services, and so on.
<b>Done Method</b>	After Amanda finishes processing an incoming call, Amanda processes the Done Method. If it is blank, Amanda uses the Done Method of the company greeting mailbox (usually mailbox 990). The Done Method for the company greeting mailbox normally instructs Amanda to process the caller method for caller instructions mailbox (usually mailbox 991) so that the caller hears the main menu once more and can ask for additional users.
<b>RNA Method</b>	If a dialed extension returns Ring No Answer, Amanda processes the RNA Method. For example, the method might instruct Amanda to play the mailbox's greeting and take a message or process another mailbox's caller method.
<b>Busy Method</b>	If a dialed extension is busy, Amanda processes the Busy Method. For example, the method might instruct Amanda to play the mailbox's busy message and either place the caller on hold or take a message. It might instruct Amanda to process another mailbox's caller method.

Method	Explanation
<b>Menu0 through Menu9</b>	<p>Menu0 through menu9 allow you to provide callers with a menu. Menu0 through menu9 indicate what happens when the caller presses the digits 0 through 9 in response to a menu. For example, the menu3 method might instruct Amanda to play an additional greeting (providing information to the caller) while the menu7 method processes the caller method for another mailbox. If a menu method is blank, Amanda assumes that the digit is another mailbox number (or part of the number) and processes the caller method for that mailbox. For example, if menu0 is blank and 0 is the operator's mailbox, Amanda dials the operator.</p> <p>The mailbox's greeting tells the caller what the menu options are. The caller must respond during the greeting or during the delay that follows.</p>

## Adding a Method

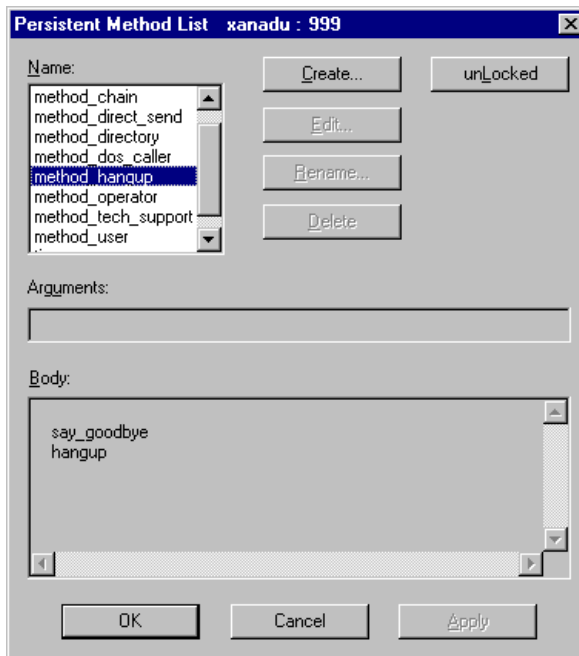
You can type tcl commands directly into the space allowed for each tab or add an existing method using the following procedure. Your Amanda system comes with the canned methods shown in the table at the end of this section.

### To add a method:

1. From the Methods dialog box, select the appropriate tab, for example, Caller Method.
2. Click Existing Method....

The Existing Method List dialog box displays a list of methods. Some can be edited and some cannot. Those that can be edited come from the persistent method database. Those that cannot be edited belong to the Amanda server and can only be edited from the server.





3. Select an existing method from the Method Name list box.
4. Some existing methods expect you to supply arguments to be used by the method when it is executed for this mailbox.

The fact that the Arguments text box is enabled (that is, you can type in it) means that the method is from the persistent method database and can be edited. It does not necessarily mean that arguments are expected; check the method to be sure.

When using arguments, separate the arguments with spaces.

5. Click OK.

# Creating a Method

This user's guide does not provide any information about writing tcl. There are numerous available materials on the subject. However, the following procedure explains how to add a tcl method to the list of existing methods.

You can create methods only when the Existing Method List dialog box is unlocked. If it is locked and you cannot unlock it, see your Amanda administrator for the necessary change in your privileges.

## **To create a method:**

1. From the Methods dialog box, select the appropriate tab, for example, Caller Method.
2. Click Existing Method....  
The Existing Method List dialog box opens.
3. Click Create....  
The Existing Method Name dialog box opens.
4. Type a name for this method in the Name text box.
5. Click OK.  
The Existing Method List dialog box reappears.
6. Click Edit....  
Notepad or another default editor opens.
7. Type the body of the method, save it, and exit Notepad.  
An Amanda Portal Station message asks you if you want to apply the changes.
8. Click Yes.  
The Existing Method List dialog box reappears, now displaying your method in the Body text box.

9. If the method requires arguments, type them in the Arguments text box. Separate your arguments with spaces.
10. Do one of the following:
  - Click OK to assign the new method to the selected tab in the Chain Information dialog box.
  - Click Apply to save your arguments and stay in the Existing Method List dialog box where you can create and edit other methods. Make sure you select the correct method for the selected tab before you click OK.

## Renaming a Method

1. From the Methods dialog box, select the appropriate tab, for example, Caller Method.
2. Click Existing Method....

The Existing Method List dialog box opens.
3. Select the method to be renamed from the Name list box.
4. Click Rename....

The Existing Method Name dialog box opens.
5. Type a new name for this method in the Name text box.
6. Click OK.

The Existing Method List dialog box reappears.
7. Do one of the following:
  - Click OK to assign the renamed method to the selected tab in the Chain Information dialog box.
  - Stay in the Existing Method List dialog box where you can create and edit other methods, making sure you select the correct method for the selected tab before you click OK.

## Deleting an Existing Method

1. From the Methods dialog box, select the appropriate tab, for example, Caller Method.
2. Click Existing Method....  
The Existing Method List dialog box opens.
3. Select the method to be deleted from the Name list box.
4. Click Delete.
5. Click Yes to confirm the deletion.

---

# Chapter 6: Extended Mailbox Properties

---

You can add new properties to mailboxes as well as the setting for them. Then you can write methods, etc. that use those properties and their settings. For example, if you wanted to do voice over IP via a POP server, you would need a property for the name of the POP server.

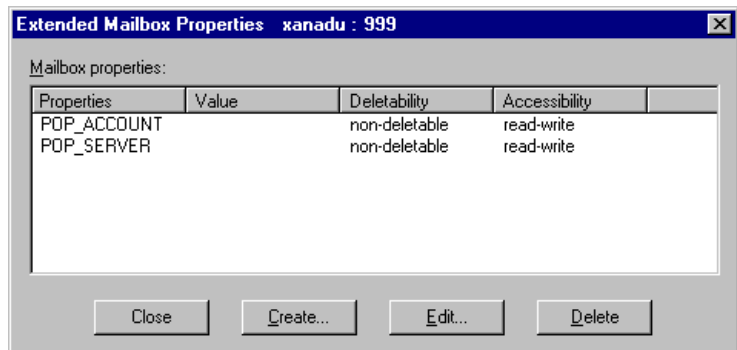
There are numerous applications you can add to Amanda mailboxes in this way.

### To add your own mailbox properties:

1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.

2. Click the Extended Mailbox Properties icon: 

The Extended Mailbox Properties dialog box opens.



There is no way to lock these properties, but you can control whether or not they can be deleted and who is allowed to modify them.

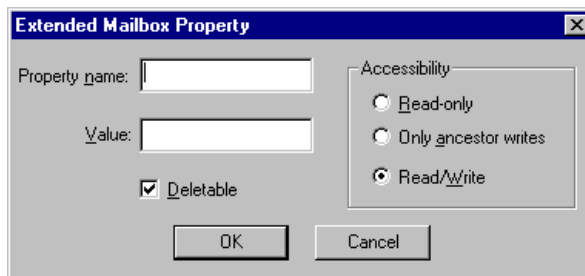
## Creating Mailbox Properties

Depending on what additional processing you want to provide for a mailbox, you may need additional properties.

### To create a mailbox property and set it:

1. From the Extended Mailbox Properties dialog box, click Create....

The Extended Mailbox Property dialog box opens.



2. Type a name in the Property Name text box.
3. Type a value in the Value text box.
4. Select an Accessibility option button to determine who can edit this property:
  - Select Read-only if no one can edit this property.
  - Select Only Ancestor Writes if the owner of this mailbox cannot change the value, but the owner of its ancestor mailboxes can.
  - Select Read/Write if the owner of this mailbox and its ancestor mailboxes can edit this property.

5. Select or clear the Deletable check box to allow the property to be deleted or not.

Be careful with your choice here as it cannot be changed except by the Amanda administrator.

6. Click OK.

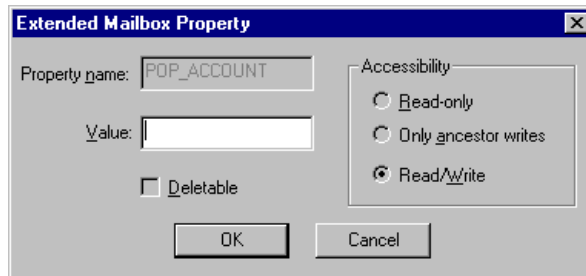
## Editing Mailbox Properties

Depending on the accessibility options set for a given property, you may or may not be able to change its value.

### To change a mailbox property's value:

1. From the Extended Mailbox Properties dialog box, click Edit....

The Extended Mailbox Property dialog box opens.



2. Type a new value in the Value text box.
3. Click OK.

# Deleting Mailbox Properties

Depending on the deletability setting for a given property, you may or may not be able to delete a mailbox property. When logged on to the administrator mailbox (usually 999), you can delete even non-deletable properties.

**To delete a mailbox property:**

1. From the Extended Mailbox Properties dialog box, click Delete.
2. Click Yes to confirm the deletion.



---

# Chapter 7:


## General Information

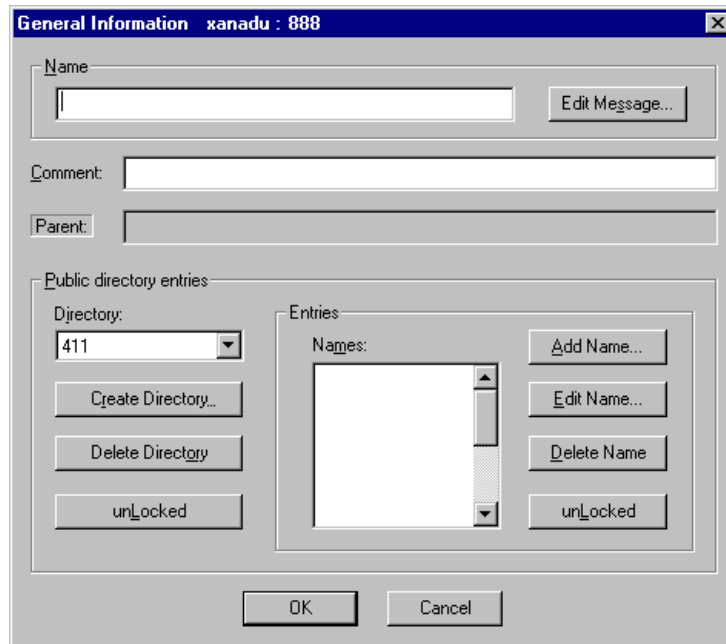
---

Amanda needs general information about the owner of each mailbox. For example:

- What is this user's name?  
Amanda can provide prompts in more than one language.
- How should this user's name be spelled for the public directory?
- At what extension and on what NT server can this user be called?

### **To set general information options:**

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree whose general information is to be changed.
2. Click the General Information icon:   
The General Information dialog box opens.



The user is always allowed to change the name, name and extension message, comment about this mailbox, or the language to be used.

Administrators can grant or deny a user access to the public directory and the telephone location information so those parts of this dialog box may be locked. If you cannot unlock these and need to, see your Amanda administrator.

## Providing the User's Name

Amanda needs to know the name of the mailbox's owner in both a text and a recorded format.

The text name, for example, Chris Wang, appears in a number of lists.

The recorded name should include the extension number and is referred to as the name and extension message.

The name option is never locked; the user can change it at any time.

**To provide a user with a name and a name and extension message:**

1. From the General Information dialog box, type a name in the Name text box.
2. (Optional) Type a comment about this dialog box for future reference.
3. To record, re-record, or import a file containing the name and extension message, click Edit Message...

The Edit Multimedia Object dialog box opens.

See the directions for creating audio files from this dialog box in “Creating a Personal Greeting” on page 47.

For more information about the name and extension message and another way to record it, see “Name and Extension Message” on page 46 and “Creating a Name and Extension Message” on page 52.

4. Click OK when done to return to the General Information dialog box.

## Adding a User to a Directory

A user can be listed in any number of directories. By default, the only directory is 411, the public directory, but you can create others.

Within a directory, a user can be listed with any number of names. For example, if a user named Thomas is called Tom by his friends, he should probably be listed as both Thomas and Tom as well as by his last name. If a woman gets married and takes her husband’s name, she probably should be listed by both her current last name and her maiden name—at least for a while. If the CEO of a company doesn’t want to be contacted by random callers, the CEO should have no listing in the public directory.

When callers say the name or the extension number of the person they want to talk to, Amanda matches up what they say with the entries in the public directory or with an extension number.

Then Amanda does one of the following:

- Connects the call to the called party
- Asks the caller to differentiate among possible matches and then connects the call
- Connects the caller to the operator because there is no match

For example, suppose a user's name is Eric Toshari, you might list him in the public directory as Eric, Eric Toshari, and Toshari.

**To add names to a directory:**

1. From the General Information dialog box, select the directory from the Directory drop-down list box.

For example, the public directory is 411.

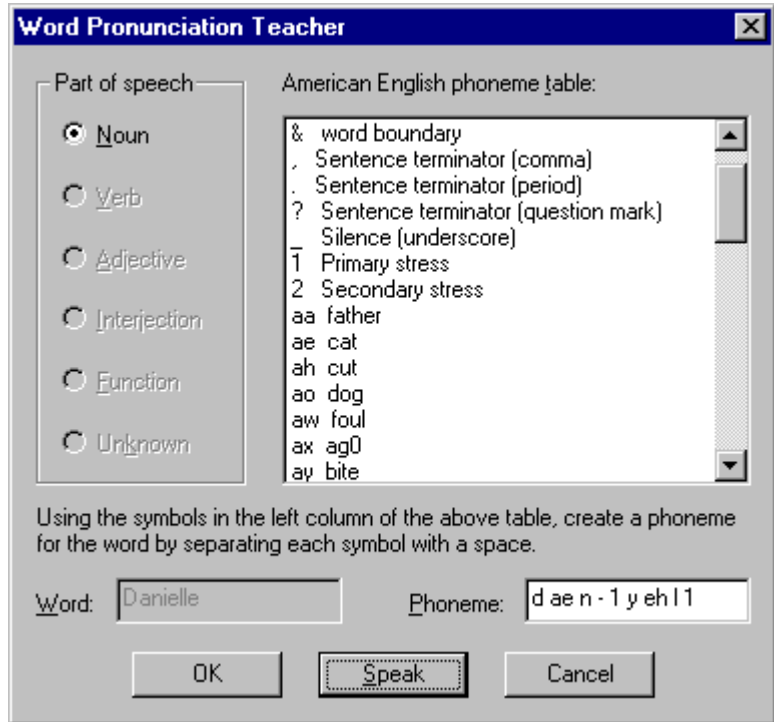
2. Click Add Name....

The Add New Directory Name dialog box opens.



3. Type a name for this user.
4. Click Phonics... to listen to the name pronounced and correct the pronunciation as necessary.

The Word Pronunciation Teacher dialog box opens.



5. Click Speak to listen to the name.
6. To get a better pronunciation, adjust the pronunciation by selecting phonemes from the American English Phoneme Table list box or typing phonemes in the Phoneme text box.
 

**To use the list box:**

  - a. Place the cursor in the Phoneme text box at the location where the phoneme should be inserted.
  - b. Double-click a phoneme in the list box to place the letters for that phoneme in the Phoneme text box at the cursor's location.
7. Repeat steps 5 and 6 as necessary.
8. Click Finish to return to the Add New Directory Name dialog box.

9. Click OK.
10. Repeat steps 1 through 9 for each additional names.

**TIPS:** If you type the name incorrectly or need to change the pronunciation, you can select the name from the Public Directory Entries list box and click Edit Name....

To delete the name, click Delete Name.

For more information about phonetic pronunciation and using phonemes, see “Chapter 13: Using Phonics.”

If you have the correct privileges, you can lock this option for your descendants (but not for yourself).

## Creating Additional Directories

The default public directory is named 411 and uses mailbox 411. However, you can create other directories for other purposes.

### To create a directory:

1. From the General Information dialog box, click Create Directory....  
The Directory Database Name dialog box opens.
2. Type the name of the new directory.
3. Click OK.

**TIP:** To get rid of a directory, select it from the Directory drop-down list box. Then click Delete Directory and confirm.

If you have the correct privileges, you can lock this option for your descendants (but not for yourself).

---

# Chapter 8: Greetings

---

Greetings are recordings played by Amanda for a variety of uses. There are system greetings for:

- When you do not answer your telephone
- When your telephone is busy
- When you transfer a call

Because the system greetings are generic and impersonal, your Amanda system administrator usually allows you to record (or import files for) any number of personal greetings as well as a custom busy greeting. Be aware that only the first seven greetings can be accessed using the telephone user interface.

Then, when you do not answer your telephone, Amanda plays your current greeting. When your extension is busy, Amanda plays your custom busy greeting.

If you are screening calls from your workstation, you control which greeting the caller hears as you transfer the call, put the caller on hold, or ask the caller to leave a message.

# Sample Greetings

This section contains sample greetings for a variety of occasions. It is important that each greeting be as informative as possible.

## Work-hours Greeting

When Amanda rings your extension and you do not answer, the caller hears a greeting. For example, you can have a daytime greeting, an after-hours greeting, and a vacation or on-the-road greeting. Until you record a greeting, Amanda plays the system greeting, “Please leave a message for,” followed by your name and extension message. (If you have not recorded the name and extension message, Amanda plays your mailbox number.)

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

These greetings can be manually selected by you or they can be scheduled by you or the owner of a mailbox that is the ancestor of your mailbox.

## After-hours Greeting

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

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



## Away-from-the-office Greetings

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

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

Your messages can be copied to you and/or other coworkers while you are on vacation. (The message copying can be stopped when you return.) If someone else is getting your messages, you might want to use the following greeting:

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

## Custom Busy Greeting

By default, Amanda plays a system busy greeting when your telephone is busy—unless you are screening calls.

If your Amanda system administrator allows custom busy greetings, you can create a more personalized busy greeting. When you turn the custom busy greeting on, callers hear it instead of the system busy greeting.

For example: “This is Chris. I’m talking to someone else at the moment. Press \* to hold, enter another extension, or stay on the line to leave me a message.”

This is not one of your personal greetings, so to create and record it, you must select the Show Non-greeting Multimedia Objects (MMOs) check box.

## Name and Extension Message

Amanda plays the name and extension message (a recording of your name followed by your extension number) in a variety of important situations:

- When a caller uses the employee directory to enter that user's name.
- As part of the system RNA (Ring No Answer) greeting. Amanda uses the system greeting when no personal greeting is recorded or allowed.
- When one user replies to a message from another user.
- When a user reviews the list of the mailboxes that are the descendants of his or her mailbox.

Example: "Chris Wang. Extension 247."


If a mailbox does not have an name and extension message, the system greeting consists of the word "extension" and the digits in the extension, for example, "Extension 2-4-7." This is not very useful to callers, so it is important that you record this message.

This is not one of your personal greetings, so to create and record it, you must select the Show Non-greeting Multimedia Objects (MMOs) check box.

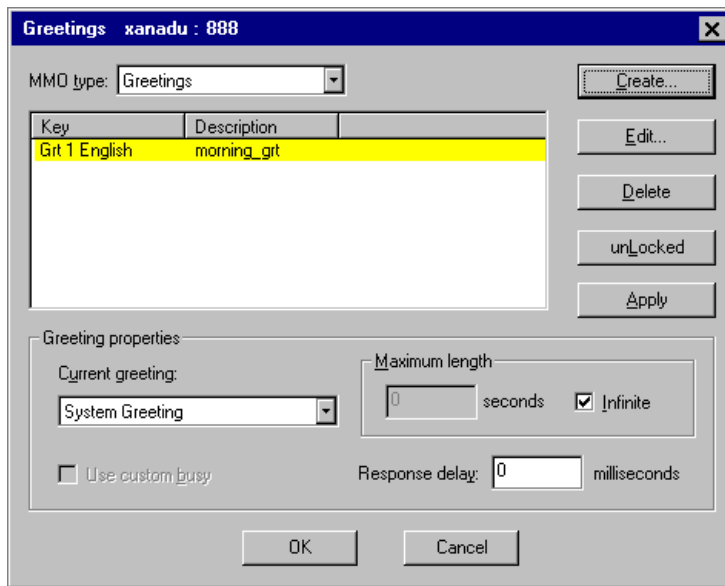
## Managing Your Greetings

You manage, create, and edit greetings from the Greetings dialog box.

### To manage greetings:

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree.
2. Click the Greetings icon: 

The Greetings dialog box opens.



If the dialog box is locked, you might not have permission to unlock it. See your Amanda administrator for details. For more information about locks, see “Understanding Locks” on page 116.

## Creating a Personal Greeting

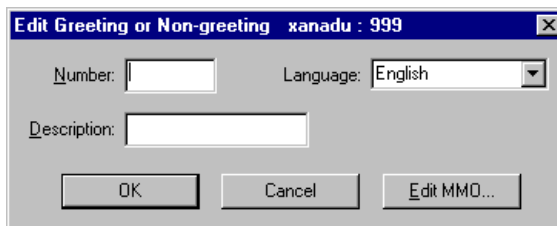
A personal greeting cannot exceed the length set by your Amanda system administrator. By default, this is an unlimited number of seconds.

Parts of the following procedure can also be used to change the name of or listen to a greeting.

**To create a personal greeting:**

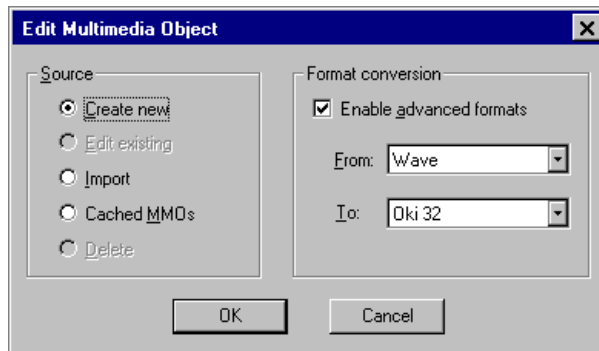
1. From the Greetings dialog box, select Greetings from the MMO Type drop-down list box.
2. Click Create....

The Edit Greeting or Non-greeting dialog box opens.



3. Type a number for this greeting in the Number text box.
4. Select a language from the drop-down list box.  
Amanda combines the values for number and language to create the key that appears in the Greetings dialog box.
5. Type a description of this greeting in the Description text box.  
This description is used to identify this greeting elsewhere so use a description that clearly distinguishes this greeting from others. by default, this description can contain up to 60 characters, but the Amanda administrator might change that length.
6. Click Edit MMO....

The Edit Multimedia Object dialog box opens.



7. Follow the steps in one of the procedures below. They explain how to record a greeting, import a file as a greeting (for example, a .WAV file), or use a cached multimedia object (MMO) as a greeting. A cached MMO is an MMO that is stored in a cache on your workstation because you referenced it recently. For example, this could be any audio file, a message or greeting, you have listened to recently.

**To record a greeting from your workstation:**

- a. From the Source group box, select the Create New option button.

By default, Amanda expects you to be recording a .WAV file which Amanda will store appropriately. This is usually a Mulaw format.

- b. (Optional) If you will not be creating a .WAV file or your system stores formats other than the default, select the Enable Advanced Formats check box; then select a different audio format from either the From or To list box or from both list boxes.

**NOTE:** The type Wave is either Wave 8 bit or Wave 16 bit, depending on what works best with your system.

- c. Click OK.

The Sound Recorder (or a similar application) starts.

- d. Record the greeting, save the file, then exit the recording application.

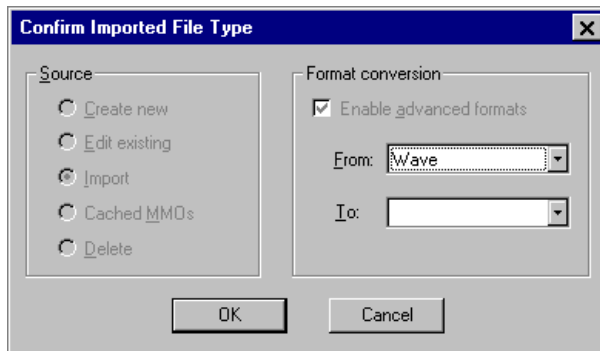
- Amanda asks if you want to apply these changes to your greeting.
- e. Click Yes to return to the Edit Multimedia Object dialog box.
  - f. Click OK to return to the Greetings dialog box.

**To import a greeting:**

- a. From the Source group box, select the Import option button then click OK.

The Windows standard Open dialog box opens.

- b. Select an audio file, usually a .WAV file, to import then click Open.
- c. The Confirm Import File Type dialog box opens.

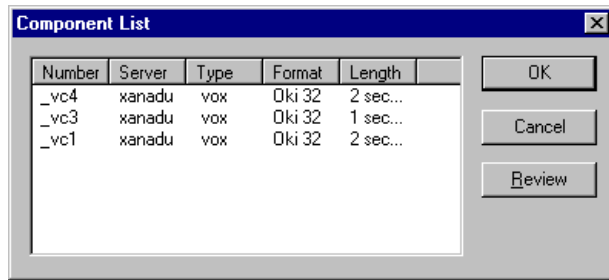


- d. The From drop-down list box should display the type of the file you imported. Correct it if wrong type appears.
- e. From the To drop-down list box, you can select a file type for storing your greeting. By default, Amanda should select the type (usually Mulaw format) used by the Amanda system.
- f. Click OK to return to the Greetings dialog box.

**To use a cached multimedia object (MMO) as a greeting:**

- a. From the Source group box, select the Cached MMOs option button.

The Component List dialog box lists the MMOs in the cache. Objects in the cache are files that you have created or listened to recently.



- b. Select an object.
- c. (Optional) Click Review to listen to or display the object.
- d. Click OK to return to the Edit Multimedia Object dialog box.
- e. Click OK to return to the Greetings dialog box.

**NOTE:** You cannot immediately set a newly created greeting as the current greeting. You must exit the Greetings dialog box and reopen it (or select another MMO type, then return to Greeting as the MMO type) to see the new greeting in the Current Greeting drop-down list box.

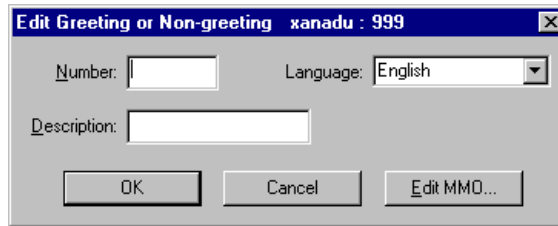
## Creating a Custom Busy Greeting

A custom busy greeting can replace the system busy greeting that your callers hear when your extension is busy. It cannot exceed the length set by your Amanda system administrator. By default, this is an unlimited number of seconds.

### To create a custom busy greeting:

1. From the Greetings dialog box, select Busy Greeting from the MMO Type drop-down list box.
2. Select Custom Busy from the list box.
3. Click Edit....

The Edit Greeting or Non-greeting dialog box opens.



4. Click Edit MMO....
5. Follow the steps in one of the procedures provided for creating greetings “Creating a Personal Greeting” on page 47. They explain how to record, import, or use a cached object as the greeting.

## Creating a Name and Extension Message

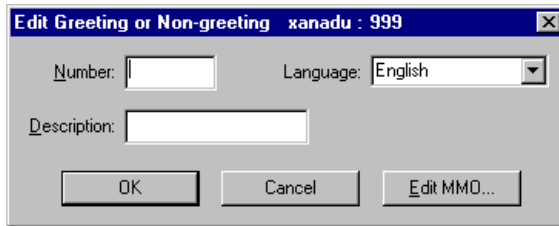
A name and extension message lets callers and others know your name and extension number. It cannot exceed the length set by your Amanda system administrator. By default, this is an unlimited number of seconds.

### To create a name and extension message:

1. From the Greetings dialog box, select Name And Extension from the MMO Type drop-down list box.
2. Select Name from the list box.
3. Click Edit....



The Edit Greeting or Non-greeting dialog box opens.



4. Click Edit MMO....
5. Follow the steps in one of the procedures provided for creating greetings “Creating a Personal Greeting” on page 47. They explain how to record, import, or use a cached object as an MMO.

## Editing a Greeting or Name and Extension Message

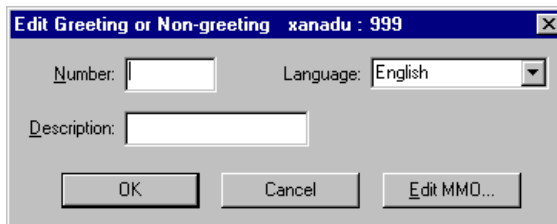
Editing a personal greeting, custom busy greeting, or name and extension message is a matter of re-recording it or replacing it with an imported file or a cached multimedia object (MMO).

### To edit a greeting or name and extension message:

1. From the Greetings dialog box, select one of the following from the MMO Type drop-down list box.
  - Greetings (for a personal greeting)
  - Busy Greeting (for the custom busy greeting)
  - Name and Extension (for the name and extension message)
2. Select the greeting or message from the list box.

Select personal greetings by their descriptions. Select Custom Busy for the custom busy greeting or Name for the name and extension message.
3. Click Edit....

The Edit Greeting or Non-greeting dialog box opens.



4. Click Edit MMO....
5. Follow the steps in one of the procedures provided for creating greetings “Creating a Personal Greeting” on page 47. They explain how to record, import, or use a cached object as an MMO.

**NOTE:** Some of your changes are not visible immediately. For example, if you change the description, you must exit the Greetings dialog box and reopen it (or select another MMO type, then return to Greeting as the MMO type) to see the new description.

## Reviewing a Greeting

To review a greeting, follow the directions for editing a greeting, but listen to it rather than re-record it.

## Setting Your Current Greeting

When you do not answer your telephone, Amanda usually asks the caller to leave a message. You can create one or more greetings for this purpose or use the system greeting as your current greeting. If you have no greetings, Amanda uses the system greeting (“Please leave a message for” followed by the Name/Extension message for your mailbox).

You can change the current greeting using either Amanda Portal Station or your telephone. For example, you can change from your usual greeting to a vacation greeting or from a work-hours greeting to an after-hours greeting.

If you use several greetings, for example, one for during the day and another for nights and weekends, you might prefer to schedule when your mailbox should switch from one greeting to another.

**To select the current greeting:**

1. From the Greetings dialog box, select Greetings from the MMO Type drop-down list box.
2. Select a greeting (by description) from the Current Greeting drop-down list box.
3. (Optional) Set a number of seconds in the Response Delay text box.

Amanda waits this number of milliseconds before taking a message or executing an appropriate method. If your greeting contains a menu, the caller may need a few seconds to make a decision after hearing the greeting to make a selection. Amanda accepts menu selections while the greeting is playing and during the milliseconds of delay then executes the method associated with that menu selection.

**NOTE:** You can schedule changes to the current greeting. For example, you can schedule one greeting to play during the work day and another to play after hours. See “Chapter 3: Automatic Scheduling.”

## Using a Custom Busy Greeting

You can use either the system busy greeting or a custom busy greeting to let 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.

**To use the system or custom busy greeting:**

1. From the Greetings dialog box, select Busy Greeting from the MMO Type drop-down list box.

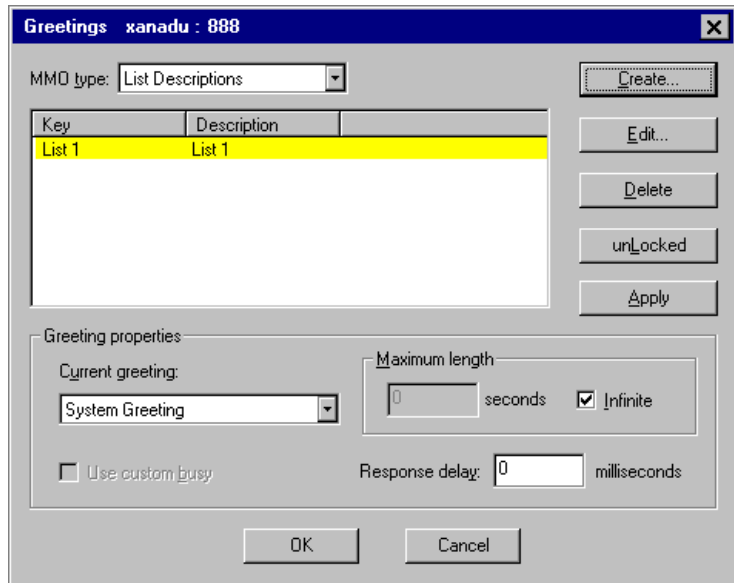
2. Do one of the following:
  - Select the Use Custom Busy check box to use your custom busy greeting.
  - Clear the Use Custom Busy check box to use the system busy greeting.
3. Click OK.

## Managing Non-greeting MMOs

The Greetings dialog box can be used to record and store multimedia objects (MMOs) that are not one of your personal greetings. For example, folder and member list descriptions are considered non-greetings.

### **To manage non-greeting MMOs:**

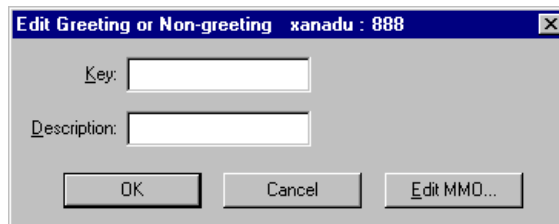
1. From the Greetings dialog box, select one of the following from the MMO Type drop-down list box.
  - Folder Descriptions (for a audio folder descriptions)
  - List Descriptions (for a audio descriptions of member/ mailing lists)
  - Other (for other MMOs)



2. Select an item from the list box then click Edit...
3. You create and edit non-greetings in the same way that you create and edit personal greetings.

See “Creating a Personal Greeting” on page 47 for details.

The only difference in managing greetings and non-greetings is that the Edit Greeting or Non-greeting dialog box is missing the Language list box.




# Notes for Administrators

This section covers some advanced issues related to greetings.

## Setting Greeting Time Limits

If you are setting up a descendant mailbox, you can limit the length of the greetings its owner records. All greetings are cut off if they exceed the time limit.

### To limit the time that a greeting will play:

1. Log on as the administrator (mailbox 999).
2. From the Amanda Portal Station window, select the mailbox from the mailbox tree.
3. Click the Greetings icon: The icon is a small square button with a speech bubble and a play symbol.
4. From the Greetings dialog box, do one of the following:
  - Type a number of seconds in the Maximum Length text box.
  - Select the Infinite check box to allow the entire greeting to play regardless of its length.

**TIP:** If you set this correctly for mailbox 997, from which most mailboxes are copied, you won't have to set it for other mailboxes.

---

# Chapter 9: Immediate Descendants

---

You may be allowed to create additional mailboxes on the Amanda system. There are two types of mailboxes: guest and non-guest. The non-guest mailbox is the usual Amanda mailbox.

The distinctions between the two types of mailboxes physically are that:

- Guest mailboxes have numbers within a specific range, a range well outside the range of numbers used for the company or department's telephone extension plan.
- Guest mailboxes use mailbox 996 as a template (while non-guest mailboxes use 997) as a template.


Usually guest mailboxes have no extension (and, usually, mailbox 996 does **not** process calls). In this case, the owners of guest mailboxes only call in for messages. For example, a lawyer might use them so that clients can call in for messages about their legal dealings. A sales representative who is never in the office, might have a guest mailbox so that clients can leave messages about their needs.

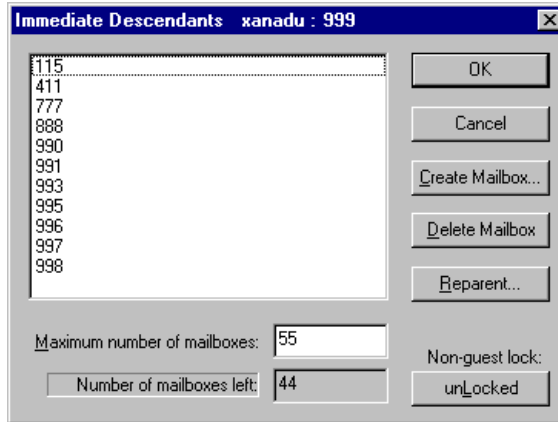
If you manage mailboxes for others, you have the power to create and delete those mailboxes or move them elsewhere in the mailbox tree.

## **To manage mailboxes:**

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree that is one of the following:
  - Currently the parent of the mailbox to be managed
  - Will be the parent of the new mailbox you are about to create

**NOTE:** You can only create the selected mailbox's children—not grandchildren.

- Click the Immediate Descendants icon:  The Immediate Descendants dialog box opens.



If the dialog box is locked, you might not have permission to unlock it. See your Amanda administrator for details.

While this dialog box is locked, you can only create, delete, and move guest mailboxes. For more information about locks, see “Understanding Locks” on page 116.

Only the Amanda administrator, usually mailbox 999, can change the maximum number of mailboxes.

## Creating a Mailbox

Creating a new mailbox by copying an existing one can save lots of time. The new mailbox gets the following information from the copied mailboxes:

- The settings in the existing mailbox's Caller Options, User Options, and Method Information.
- All its notifications and schedules.



Notification records acquire new numbers for the new mailbox.

Schedules keep their original IDs.

- Its copy\_to member list.
- Its privileges. However, no copied privilege can be enabled in the new mailbox if that same privilege is non-existent or disabled for the currently logged-into mailbox (the mailbox whose owner is creating the new mailbox).

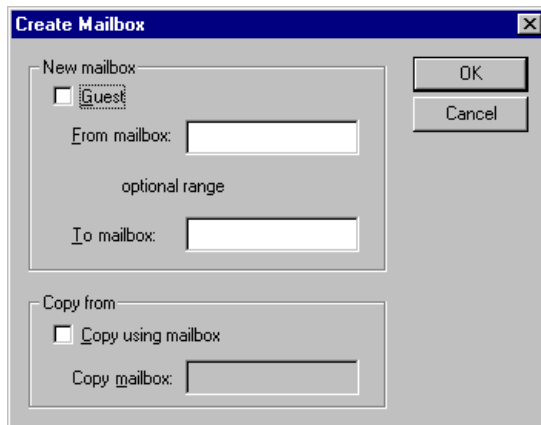
In other words, no creator of mailboxes can create a mailbox that has privileges that his or her own mailbox does not have.

Typically, regular mailboxes are copies of mailbox 997, and guest mailboxes are copies of mailbox 996. The mailboxes 997 and 996 are used as templates and not assigned to users.

### To create a mailbox:

1. From the Immediate Descendants dialog box, click Create Mailbox....

The Create Mailbox dialog box opens.



2. Keep the Guest check box cleared so that you create a regular, non-guest mailbox.

3. Type the first extension number in the From Mailbox text box.

4. Type the last extension number in the To Mailbox text box.

This creates all the mailboxes from the first to last extension numbers you provide.

If you don't put a number in the To Mailbox text box, only one mailbox is created.

5. Do one of the following:

- a. Keep the Copy From check box cleared to use your template (mailbox 997) to create the new mailbox.
- b. Check the Copy From check box and type the number of the mailbox to be copied in the Copy Mailbox text box.

6. Click OK.

## Deleting or Moving a Mailbox

Occasionally, you will need to delete or move a mailbox. For example as an employee leaves the company, you would delete that employee's mailbox. However, if an employee switches departments, you might only move the mailbox to the other department manager's responsibility. When a mailbox is moved, its settings and privileges remain as they were prior to the move.

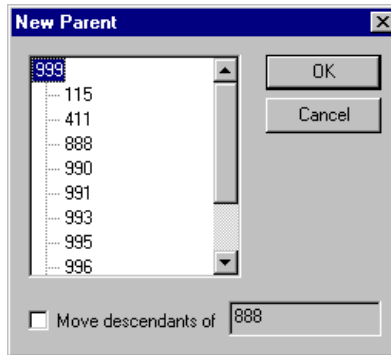
### **To delete a mailbox:**

1. From the Immediate Descendants dialog box, select the mailbox to be deleted.
2. Click Delete Mailbox.
3. Click Yes to confirm the deletion.
4. Click OK.

**To move a mailbox:**

1. From the Immediate Descendants dialog box, select the mailbox to be moved.
2. Click Reparent....

The New Parent dialog box opens.



3. Select the new parent for this mailbox from the mailbox tree.
4. If this mailbox has descendants of its own that should also be moved, select the Move Descendants Of check box.

For example, if the company is being reorganized, an entire branch (or subtree) of mailboxes might need to be moved.

5. Click OK.



---

# Chapter 10:

## Member Lists

---

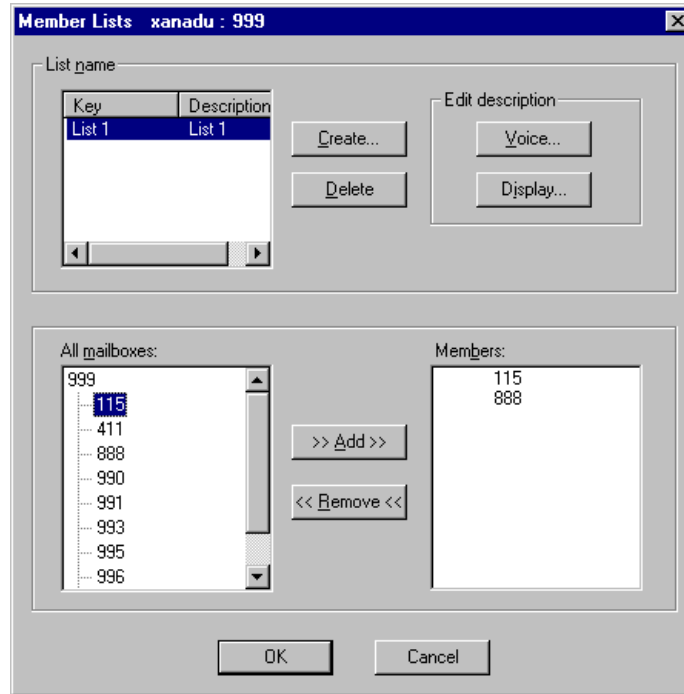
Member lists are lists of Amanda mailboxes most commonly used as mailing lists. It is convenient to address messages only once to the entire group instead of individually to each person.

**To manage member lists:**

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree.



2. Click the Member Lists icon:  
The Member Lists dialog box opens.



This dialog box is never locked, so you can always create and update your member lists—with one exception. You must have the Message Copy To Privilege to create a copy\_to list. The copy\_to list for a mailbox is the list of Amanda users who will get copies of every message left in that mailbox.

## Creating a Member List

There are three kinds of member lists that you can create:

- Mailing lists of Amanda users to use when you send messages.

You can have up to seven member lists named List 1 through List 7. The description you supply should indicate what the list consists of.

- Generic lists of Amanda users used for other purposes, perhaps for a plug-in application designed by your company or another vendor.

- The “copy to” list which includes Amanda users who will get copies of every message left for your mailbox.

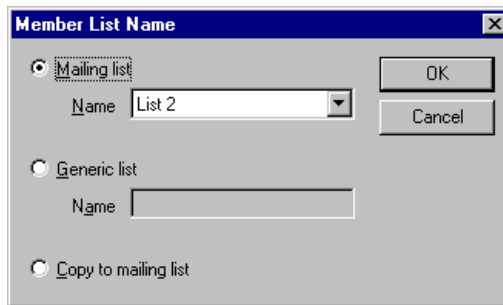
You can have only one such list. Its name is copy\_to.

It goes into effect as soon as it is created. For example, while a user is in training or on vacation, all his or her messages might be copied to a supervisor or co-worker. When the training period is over or the user comes back from vacation, the copy\_to list should be deleted to stop the copying.

### To create a member list:

1. From the Member Lists dialog box, click Create....

The Member List Name dialog box opens.



2. Select one of the types of member list by doing one of the following:
  - Select the Mailing List option button, then select from List 1 to List 7 from the Name drop-down list box.
  - Select the Generic List option button, then give it a name using up to 16 characters.
  - Select the Copy To Mailing List option button.
3. Click OK to return to the Member Lists dialog box.

The name of your new list should be selected in the List Name list box.

4. In the Edit Description group box, click Voice.... to record a description of this list.

The Edit Multimedia Object dialog box opens.

The audio description is to remind you what this list represents when you use the telephone user interface to send a message to a list of users.

Follow the steps for this dialog box in “Creating a Personal Greeting” on page 47. (The recorded description becomes a non-greeting MMO.)

5. Select a mailbox number from the All Mailboxes tree.
6. Click >>Add>> to add this mailbox to the Members list box.  
**NOTE:** You **cannot** double-click the mailbox number in the tree to move it to the Members list box, but you **can** double-click a mailbox number in the Members list box to remove it from the list.
7. Repeat steps 5 and 6 until the list is complete.
8. (Optional) Repeat steps 1 through 7 to create another list.
9. Click OK.

## Editing a Member List

You can add or remove users from any of your member lists. However, you don't have to update your lists when a mailbox is deleted from the Amanda system. Amanda automatically removes deleted mailboxes from member lists.



**To edit a member list:**

1. From the Member Lists dialog box, select the name of the list from the List Name list box.
2. Do any or all of the following as often as necessary:
  - Click Voice.... to re-record a description of this list.  
The Edit Multimedia Object dialog box opens. Follow the steps for this dialog box in “Creating a Personal Greeting” on page 47.
  - Click Display... to change the text description for this list.  
The Edit Personal List Description dialog box opens.
    - Type a new description in the Description text box then click OK.
  - Add a member to the list by selecting a mailbox number from the All Mailboxes tree then clicking >>Add>>.
  - Remove a member from the list by double-clicking a mailbox number in the Members list box. (You can also select the number and click <<Remove<<.)
3. Click OK.

## Deleting a Member List

If a list becomes obsolete, you can delete it.

**To delete a member list:**

1. From the Member Lists dialog box, select the name of the list from the List Name list box.
2. Click Delete.
3. Click Yes to confirm the deletion.

## Notes for Administrators

Member/Mailing lists created from the Amanda administrator's mailbox can be used from the telephone user interface. A logged-on user can use one of the administrator mailbox's lists or one of his or her own lists. From Amanda Portal Station, any user can use any list.

---

# Chapter 11:


## Message Folders

---

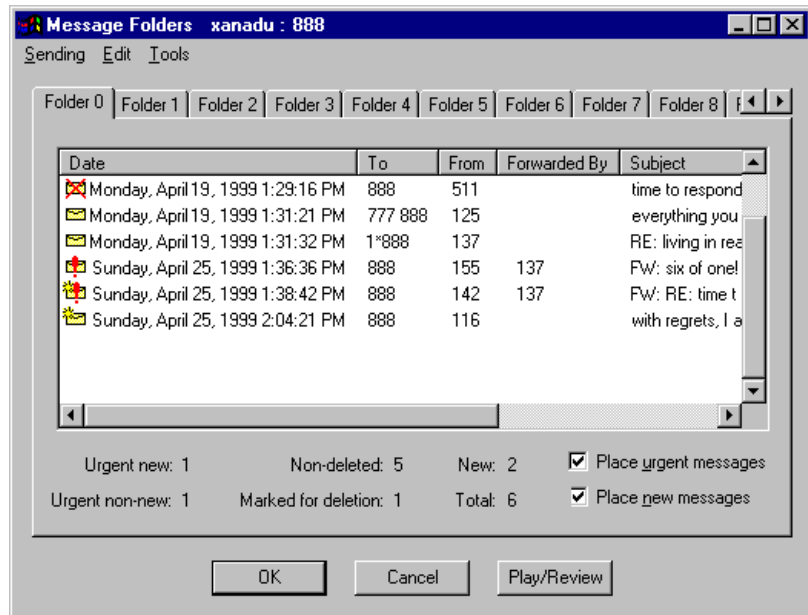
You manage messages from Amanda Portal Station's Message Folders window or by using Amanda's telephone user interface. This chapter explains how to use Amanda Portal Station for this purpose.

**To manage message folders:**

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree.

2. Click the Message Folders icon: 

The Message Folders window display 10 folders, each of which can be used to store messages. Each folder has a tab, but not all of the tabs can be displayed simultaneously. use the scroll buttons to show additional tabs.








At the bottom of the window are statistics for the selected folder. The statistics include the numbers of:

- Urgent messages
  - Urgent New represents those that have **not** been reviewed
  - Urgent Non-new represents those that have been reviewed
- Non-deleted messages (those not marked for deletion)
- Messages marked for deletion
- New messages (those that have not been listened to)

Each row in each folder represents a message that you have received. The following table explains the columns in the Message Folders window. The data in these columns provide general information about each message.

## Message Columns in Each Folder

Column	Description
Date	<p>Displays the date associated with the message. Depending on Amanda voice server options, it is either the date the message sent. This column sorts in ascending (oldest to newest) order.</p> <p>Also in the date column are the status icons:</p> <p> new message</p> <p> new urgent message</p> <p> old (heard or viewed) message</p> <p> old urgent message</p> <p> deleted message</p> <p>Click the column header to sort your messages from oldest to most recent.</p>
To	<p>Lists the mailboxes to which this message was sent. You mailbox number may be one of many. If the message was sent to a list, you see the list number, followed by an asterisk (*) and the mailbox that owns the list. For example, 1*888 means Mailing List 1 for mailbox 888. The Amanda administrator (usually mailbox 999) often creates mailing lists that have systemwide utility, for example, a list of all users.</p> <p>This column sorts in alphanumeric order.</p>
From	<p>Displays one of the following:</p> <p>The mailbox number of the Amanda user who is created the message. What information you see here depends on the workstation options you have set.</p> <p>The word “Outside” if the call originated outside the Amanda system.</p> <p>This column sorts in alphanumeric order.</p>

## Message Columns in Each Folder (Continued)

Column	Description
Forwarded By	Displays the mailbox number of the Amanda user who forwarded this message to you. This column sorts in alphanumeric order.
Subject	Displays the subject of the message. If the subject is not text, it displays "Nontextual subject." This column sorts in ASCII order, with capital letters preceding lower case letters.
Attributes	Displays additional message markings: Urgent, Private, Receipt Urgent: Indicates that the caller who recorded the message marked it urgent. Private: Indicates that the caller who recorded the message marked it private (so it cannot be forwarded). Receipt: Indicates that a message previously sent with a request for verification has now been reviewed. This column sorts from highest to lowest: Urgent, Receipt, Private, none. When a message is both Private and Urgent, the word Urgent appears before the word Private in the attribute column.
Length	Displays the lengths of the components in seconds and/or byte. This column sorts in descending alphanumeric order.

## Message Folders

The message folders (Folder 0 through Folder 9) can be renamed to suit your purposes. For example, Folder 0 could be renamed Inbox, and so forth.

New messages are those that you haven't played or, in the case of fax messages (and some other types of messages), those you haven't viewed.

Amanda can put new messages in any folder. In fact, new messages that are urgent can go in a different folder than new messages that aren't urgent. However, Folder 0 is the only folder that you can access when you log on to your mailbox over the telephone, so it makes the most sense to use Folder 0 for incoming messages. By default, Amanda puts every incoming message in the Folder 0.

While there are new messages in any folder, your telephone's message light (if you have one) remains on, so it is important that you move messages to other folders after you review them.

By default, the oldest message is at the top of each list and the newest message is at the bottom (sorted by date and time).

**To change the name of the folder:**

1. From the Message Folders window, select a folder tab.
2. Select **Tools**⇒**Edit Folder Description...** from the menu bar.

The Edit Folder Description dialog box opens.

3. Type a name for the folder in the Description text box using up to 16 characters.

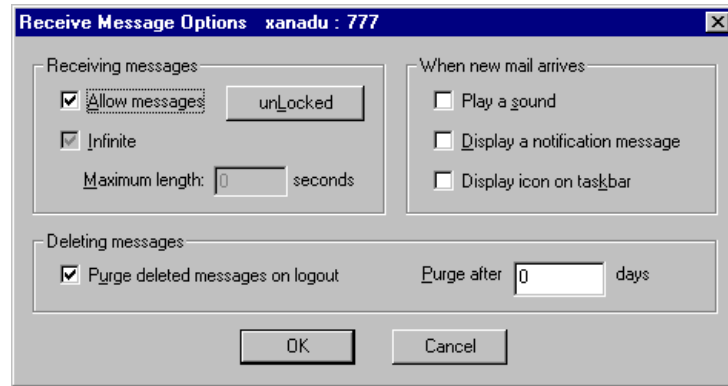
## Being Notified about New Messages

You can be notified about new messages from your workstation. Amanda Portal Station can play a sound or display a message or icon.

**To be notified about new messages:**

1. From the Message Folders window's menu bar, select **Tools**⇒**Receive Options....**

The Receive Message Options dialog box opens.



2. Select any combination of the following methods of notification:
  - Play a beep by checking the Play Sound check box.
  - Display the following message by selecting the Display A Notification Message check box.



- Display the new message  icon on the taskbar (in the system tray) selecting the Display Icon On Taskbar check box.

## Playing or Viewing a Message

As you receive new messages, your message light goes on and your workstation prompts you (unless you have new message notification turned off). You, of course, will want to review them.



**To play or view a message:**

1. From the Message Folders window, select the correct folder.
2. Do one of the following:
  - Double-click the message.
  - Click Play/Review at the bottom of the Message Folders window.

If the message has only one component, Amanda Portal Station plays it or displays it. If the message has more than one component, Amanda Portal Station plays or displays first component, then displays the Message dialog box so that you can review other components as well.

See “Reviewing Message Properties” on page 91 for more information about the Message dialog box.

## Sorting Messages

You can sort messages within a folder based on the contents of any column. You can also sort them by arranging them in any of your 10 message folders.

**To sort messages within a folder:**

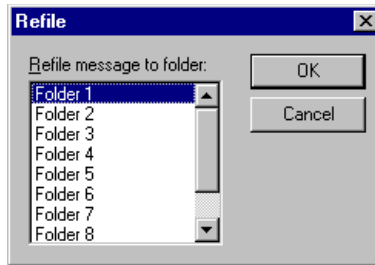
- Click the column header.

Each header has its own sort order, explained in the table named “Message Columns in Each Folder” on page 73.

**To move a message to another folder:**

- Do one of the following:
  - Drag the message from its location in one folder to the tab for the other folder.
  - Refile the message using the Edit menu’s Refile Message... command.
    - a. Select the message.
    - b. Select **Edit**⇒**Refile Message...** from the menu bar.

The Refile dialog box lists all the other folders.



- c. Select the folder that will store this message.
- d. Click OK.

**NOTE:** You cannot move a message that is currently marked for deletion.

## Deleting a Message

You mark unwanted message for deletion. However, they are not deleted until you log off the workstation or until a purge takes place.

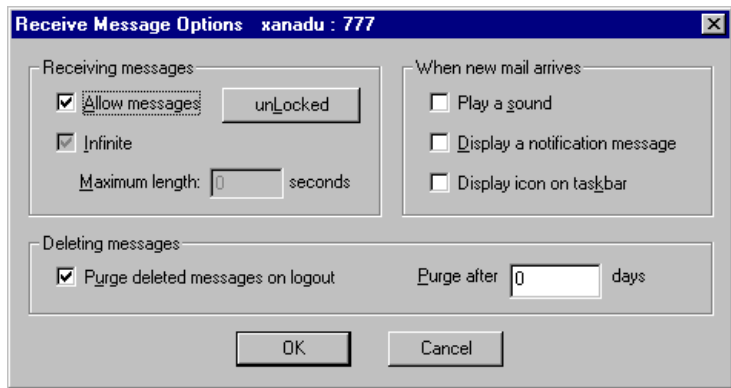
Once a message is marked for deletion, the only operations you can perform on it are purge and undelete.

You can control when message are permanently deleted or purged and when the purge takes place.

### To control when messages are deleted:

1. From the Message Folders window's menu bar, select **Tools**⇒**Receive Options...**

The Receive Message Options dialog box opens.



2. Do one or both of the following:
  - To delete messages as part of the logoff operation, select the Purge Deleted Messages On Logoff check box.

When this check box is cleared, the messages you have marked for deletion can be deleted only manually by selecting **Edit⇒Purge Deleted Messages** from the menu bar.
  - To delete messages that have been in your mailbox for several days, type a number of days in the Purge After text box.

This deletes old messages but never messages that have not been listened to. It doesn't matter if these messages have been marked for deletion or not.

### To mark messages for deletion:

1. Select the message to be deleted.
2. Select **Edit⇒Delete** from the menu bar.

Until the messages are physically removed from the server, you can rescue them.

While a message is marked for deletion, it cannot be forwarded, replied to, or reviewed.

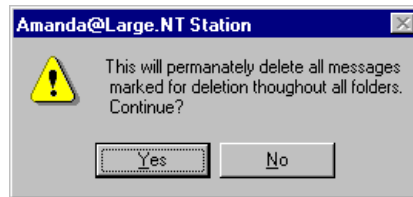
**To “undelete” a messages that is marked for deletion:**

1. Select the message that is marked for deletion.
2. Select **Edit**⇒**Undelete** from the menu bar.

**To delete messages marked for deletion in all folders:**

1. Select **Edit**⇒**Purge Deleted Messages** from the menu bar.

A message asks:



2. Click Yes to confirm.

Depending on your message options, these messages may also be deleted automatically as you log off.

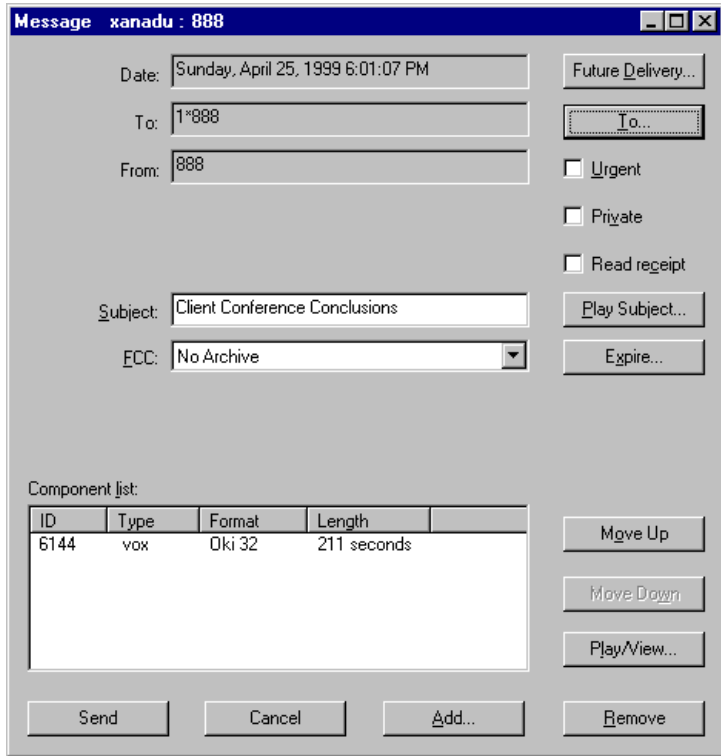
## Composing and Sending a Message

You can record a new message or a component for a new message using your telephone or your workstation. You can also add a component from an existing message or import an existing .WAV file as a component. Your message can contain up to 30 components.

**To compose and send a message from your workstation:**

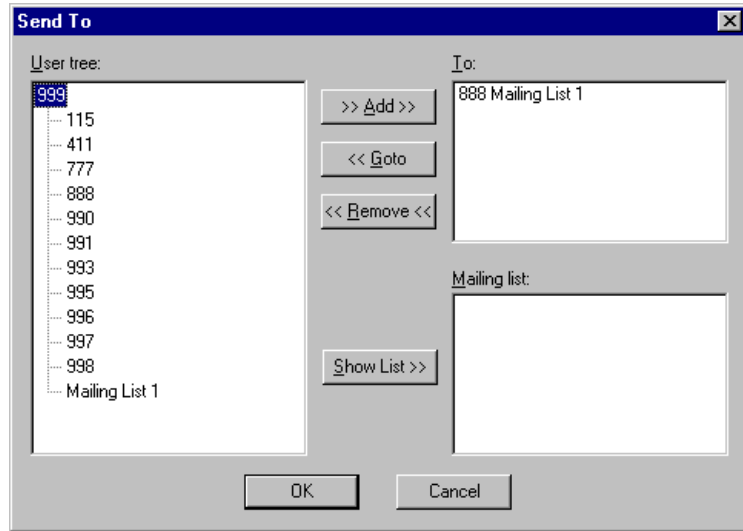
1. From the Message Folders window’s menu bar, click **Sending**⇒**Compose New....**

The Message dialog box automatically displays the current date and time in the Date text box.



2. Click To... to pick other Amanda users to send your message to.

The Send To dialog box opens.



You can expand the tree in the User Tree box. For example, expanding a mailbox number shows the mailboxes child mailboxes and its mailing lists.

3. Select a mailbox number or mailing list from the tree.
4. Click >>Add>> to add it to the To list box.

**TIPS:** You can check what mailbox numbers are in a mailing list before you add that mailing list to the To list box. Select the mailing list from the tree. Then click Show List>> to display the numbers in the Mailing List box.

Double-clicking a item in the tree does not add it to the To list box, but double-clicking an item that is already in the To list box does remove it from the list box. Trees do not operate the same way as lists.

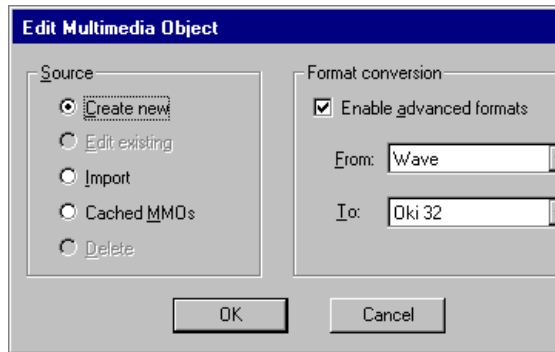
Goto allows you to select an item in the To list box and immediately select that same item from the tree. This makes finding mailing lists and mailbox numbers in a tree with many branches easy. For example, you might want to reassure yourself that you selected the correct mailing list by reviewing its contents. This can be very useful when reviewing a received message.

5. Repeat steps 3 and 4 until you have listed all the recipients for this message.
6. Click OK to return to the Message dialog box.
7. (Optional) Type a subject for your message in the Subject text box.
8. (Optional) You can file a copy of the message in one of your folders by selecting that folder from the FCC drop-down list box.

For example, Folder 4 may have been renamed Sent Messages.

9. (Optional) Click Add... to create, import, or otherwise locate a file containing your message or a message component.

The Edit Multimedia Object dialog box opens.



- Follow the steps in one of the procedures below. They explain how to record a message component, import a file as a message component (for example, a .WAV file), or use a cached multimedia object (MMO) as a message component. A cached MMO is a file you have reviewed recently, such as a message or a greeting, so it is still in your cache. The MMO you create will appear in the Components List box.

**To record a message component from your workstation:**

- a. From the Source group box, select the Create New option button.
- b. Select an audio format from the Format/Conversion group box by doing one of the following:
  - Select the Wave To <Format> option button.  
This is the usual format for message components.
  - Select the Advanced Formats check box; then select one of the audio formats from its list box.
- c. Click OK.  
The Sound Recorder (or a similar application) starts.
- d. Record the message, save the file, then exit the application.  
Amanda asks if you want to apply these changes to your greeting.
- e. Click Yes to return to the Edit Multimedia Object dialog box.
- f. Click OK to return to the Message dialog box.

**To import a message component:**

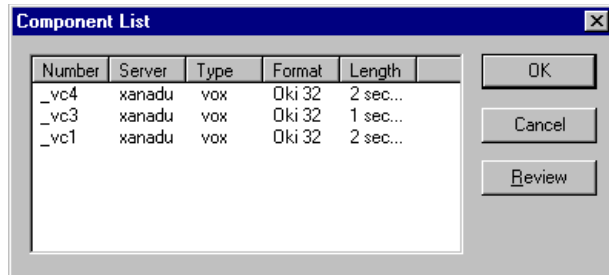
- a. From the Source group box, select the Import option button.  
The Windows standard Open dialog box opens.
- b. Select an audio file, usually a .WAV file to import.
- c. Click OK to return to the Edit Multimedia Object dialog box.
- d. Click OK to return to the Message dialog box.

**To use a cached multimedia object (MMO) as a message component:**

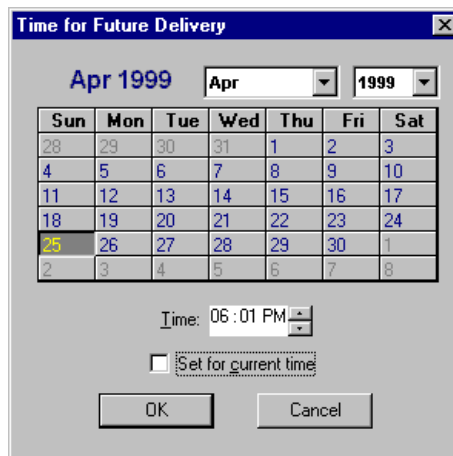
- a. From the Source group box, select the Cached MMOs option button.  
The Component List dialog box lists the MMOs in the cache. Objects in the cache are files that you have created or listened to recently. For example, if you want to “borrow” a sound component from another message, play that



component, then locate it in the cache.



- b. Select an object.
  - c. (Optional) Click Review to listen to or display the object.
  - d. Click OK to return to the Edit Multimedia Object dialog box.
  - e. Click OK to return to the Message dialog box.
10. (Optional) You can select a time in the future for this message to be sent:
- a. Click Future Delivery....  
The Time for Future Delivery dialog box displays a calendar.



- b. Select a date and time.

**TIP:** Use the Set For Current Time check box if you change your mind about sending this message later.

c. Click OK.

11. (Optional) Similarly, you can set an expiration date for a message. Then if the recipient has not reviewed the message before that time, it is automatically deleted from that recipients message folder.

a. Click Expire....

The Expire Message dialog box displays a calendar.



b. Select the Set Message To Expire check box.


c. Select a date and time.

**TIP:** Clear the Set Message To Expire check box if you change your mind about using an expiration date.

d. (Optional) Select the Absolute check box to automatically delete the message at the specified date and time—even if the user has heard the message.

e. Click OK.

12. (Optional) You can make this message urgent by selecting the Urgent check box.

Urgent messages are usually brought to the recipients quickly. Over the telephone, they are often put at the beginning of the message list. In the Message Folders window, the urgent  icon precedes the message.

13. (Optional) You can make this message private by selecting the Private check box.

Private messages cannot be forwarded.

14. (Optional) You can request that read-receipt messages be sent to you when recipients review the message by selecting the Read Receipt check box.

15. Click Send to send this message.

**TIPS:** There are more things you can do to this message before you send it:

- Create an audio or multimedia subject by clicking Play Subjects... and performing one of the procedures in step 10.
- Review a component by selecting it from the Component List box then clicking Play/View....
- Delete a component by selecting it from the Component List box then clicking Remove.
- Rearrange components using Move Up and Move Down.

## Forwarding a Message

You can forward a message exactly as it is, or you can forward it with additional components, called prefixes. For example, you might want to explain to the recipient why you are forwarding the message.

**To forward a message:**

1. From the Message Folders window, select the message to be forwarded.  
Do not select a message that has been marked for deletion.

2. Click **Sending**⇒**Forward Message...** from the menu bar.

The Message dialog box automatically displays the current date and time in the Date text box, puts your mailbox number in the Forwarded From text box and the mailbox number of the user who originally created the message in the From text box. It also adds “FW:” to a subject (if the subject is text) to indicate that the message is being forwarded.

Message xanadu : 888

Date: Thursday, April 29, 1999 3:34:07 AM

To: 115

From: 999

Forwarded from: 888

Subject: FW: test

ECC: No Archive

Future Delivery...

Urgent

Private

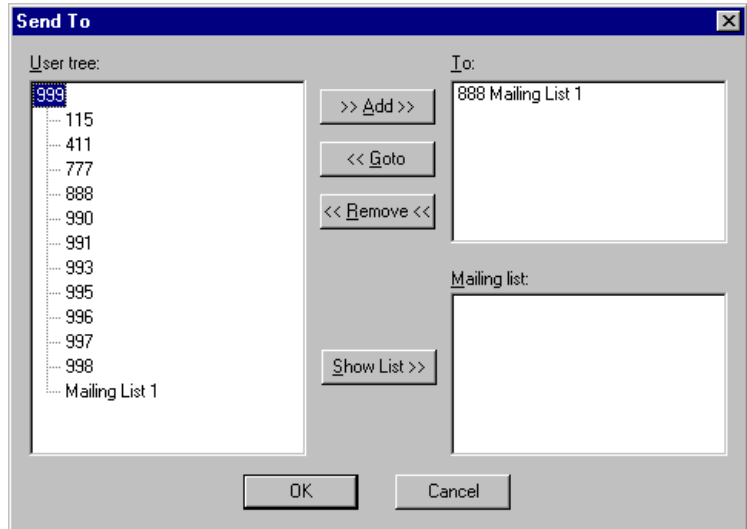
Read receipt

Component list:

ID	Type	Format	Length	
2049	vox	Oki 32	2 seconds	

3. Click **To...** to pick other Amanda users to forward your message to.

The Send To dialog box opens.



4. Select a mailbox number or mailing list from the tree.
5. Click >>Add>> to add it to the To list box.
6. Repeat steps 4 and 5 until you have listed all the recipients for this message.
7. Click OK to return to the Message dialog box.
8. (Optional) You can file a copy of the message in one of your folders by selecting that folder from the FCC drop-down list box.  
For example, Folder 4 may have been renamed Sent Messages.
9. (Optional) Click Add... to create, import, or otherwise locate a file containing a prefix for this message.

The Edit Multimedia Object dialog box opens.

Any components you add to the message appear at the beginning of the message. You can rearrange the components you add (so long as the precede the original components of the message), but you cannot rearrange the components from the original message.

See “Composing and Sending a Message” on page 80 for more information about using this dialog box and setting other message options in the Message dialog box. Follow steps 10 through 15.

10. Click Send to send this message.

## Replying to a Message

When you reply to a message sent to you by someone on the Amanda system, Amanda Portal Station automatically addresses your reply to that person.

### To reply to a message:

1. From the Message Folders window, select the message to be replied to.  
Do not select a message that has been marked for deletion.
2. Do one of the following:
  - Click **Sending**⇒**Reply Message...** from the menu bar to reply to the sender of the message.
  - Click **Sending**⇒**Reply All...** from the menu bar to reply to the sender and to anyone else who received this message.

The Message dialog box automatically displays the current date and time in the Date text box. It adds “RE:” to a subject (if the subject is text) to indicate that the message is being replied to. It also addresses the reply to the sender and, if you selected Reply All..., the other recipients of the original message.

3. Click Add... to create, import, or otherwise locate a file containing your message.

The Edit Multimedia Object dialog box opens.

See “Composing and Sending a Message” on page 80 for more information about using this dialog box and setting other message options in the Message dialog box. Follow steps 10 through 15.

4. Click Send to send this message.

## Reviewing Message Properties

Occasionally, you might want to check the settings for a message that resides in one of your message folders. For example, you can mark a message as urgent as a reminder to yourself—even though the message wasn’t sent as an urgent message.

### To review message properties:

1. From the Message Folders window, select the message to be reviewed.  
Do not select a message that has been marked for deletion.
2. Do one of the following:
  - Click **Sending**⇒**Message Properties...** from the menu bar.
  - Right-click the message.

The Message dialog box displays details about the message.

Message xanadu : 888

Date:

To:

From:   Urgent

Caller ID:   Priate

Forwarded from:   Read receipt

Subject:

Refile message:

Length:

Relay info:   Delete message

Component list:

ID	Type	Format	Length
2049	vox	Oki 32	2 seconds

**TIPS:** The Caller ID text box can be copied for other uses.

You can use the Urgent check box to change this message's status from urgent to non-urgent.

You can change the subject to be more informative. For example, if you plan to store this message for a long time, its current subject might not help you to identify it.

You can mark this message for deletion (or "undelete" it) by selecting or clearing the Delete Message check box.

You can change which folder stores this message using the Refile Message drop-down list box.

You can review when this message was sent, to whom, from whom, review its subject and components, total length, and so on.



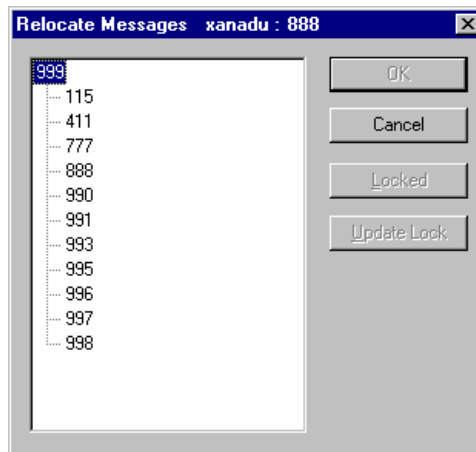
# Moving All Messages to Another Mailbox

Sometimes you need to move all the messages from one mailbox to another. For example, if Amanda is set up at a hotel or motel, and a guest moves from one room to another, her messages can be moved to her new room's mailbox.

## To move all the messages in one mailbox to another:

1. From the Message Folders window, select **Tools**⇒**Move All Messages to Mailbox...**

The Relocate Messages dialog box opens.



2. Select the recipient mailbox.

**TIP:** Double-click mailbox numbers to expand branches in the tree.

## Allowing and Limiting Time for Messages

Some mailboxes never allow messages because they are not used by users who are expecting messages. For example, the administrator mailbox (usually mailbox 999) is used for administrative purposes only. The Amanda administrator has a personal mailbox as well.

Normally, the ability to allow messages is determined by the administrator or a supervisor. For the owner of the mailbox, Allow Messages is usually locked.

The maximum length for messages is always locked for the owner of a mailbox. You can set a message time limit only for mailboxes that are descendants of your mail box.

### To allow messages and/or set a maximum length for individual messages:

1. From the Message Folders window's menu bar, select **Tools**⇒**Receive Options...**

The Receive Message Options dialog box opens.



2. Select or clear the Allow Messages check box.

3. Set a message's maximum length by doing one of the following:
  - Select the Infinite check box for unlimited message lengths.
  - Clear the Infinite check box then type a number of seconds in the Maximum Length text box.
4. Click OK.

## Using Windows Applications

Amanda Portal Station uses the Windows applications that are associated with opening .TIF, .HTM, and .TXT files. For example, if Notepad is the application associated with .TXT files, Amanda Portal Station displays text in Notepad.

Amanda Portal Station also uses Windows applications to both record and play messages. The applications designated on your computer for these purposes may be different than those used on other computers. How to identify the applications for playing and recording is explained in the next two sections.

## Identifying the Application that Records Messages

Amanda Portal Station starts the application your workstation has set for **opening** .WAV files. This is usually Sound Recorder (sndrec32.exe), which is stored in the Windows folder (usually C:\WINDOWS).

### To check this setting:

1. Open the My Computer window.
2. On the View menu, click Options....  
The Options dialog box appears.
3. Click the File Types tab.
4. Find "WAVE Sound" or a similar name in the Registered File Types list box. Then click Edit....

The Edit File Type dialog box appears.

5. Select Open from the Actions list box. Then click Edit....

The Editing Action For Type dialog box appears.

6. Notice what application appears in the Application Used To Perform Action text box.

## Identifying the Application that Plays Messages

When you listen to a voice message, Amanda Portal Station starts the application your workstation has set for **playing** .WAV files. This is usually Sound Recorder (sndrec32.exe), but you might prefer Media Player (mplayer.exe). Both are stored in the Windows folder (usually C:\WINDOWS).

### To check this setting:

1. Open the My Computer window.
2. On the View menu, click Options....  
The Options dialog box appears.
3. Click the File Types tab.
4. Find “WAVE Sound” or a similar name in the Registered File Types list box. Then click Edit....  
The Edit File Type dialog box appears.
5. Select Play from the Actions list box. Then click Edit....  
The Editing Action For Type dialog box appears.
6. Notice what application appears in the Application Used To Perform Action text box.

---

# Chapter 12:

# Notification

---

Amanda Portal Station usually 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
- Notify a user when some other action occurs on the server

**To manage notifications:**

1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.

2. Click the Notification icon:



The Notification dialog box opens.

Only when this dialog box is unlocked can you create or edit notification records.

If it is locked, you might not have permission to unlock it. See your Amanda administrator for details. For more information about locks, see “Understanding Locks” on page 128.

## 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—although the records are given new identification numbers)
- By adding them individually to existing mailboxes

Each user can have any number of notification records.

Managing notification records includes:

- Creating and modifying notification 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.

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.

A normal notification record works for both urgent and non-urgent messages.

## Creating a Notification Template or Guard Method

Both notification templates and guard methods are methods. They are created in the same way as other methods but some may require information about the switching system connected to Amanda. For example, to turn the telephone's message light on or off, you need to know what message to send to the switching system.

The notification method dictates what actions are taken when a new message arrives. The guard method is executed when some other user-defined requirement is met. For example, if a user is not responding to notification, the guard method might take an alternative action when five new messages have accumulated. It must return a value of true or false.

**To create a new notification template or guard method:**

1. From the Notification dialog box, click the Select... for templates or the Select... for guard methods.

The Existing Method List dialog box opens.

2. Follow the steps for creating methods in “Creating a Method” on page 100.

## Creating a Notification Record

You can create notification records for your mailbox (if you have the correct privileges) and for the descendants of your mailbox.

The notification records are uniquely numbered throughout the system starting with 1. Mailboxes acquire notification records from the mailbox that was copied to create them—although new numbers are attached to each record for the new mailbox. You can create additional notification records for a mailbox later, but each has a new number.

If you see a number in the Notify drop-down list box, an existing notification record appears in the dialog box.

If you already have several notification records, one might be very similar to the one you are creating. Starting with it can save you time.

**To create a new notification record:**

1. (Optional) Select a number from the Notify drop-down list box.
2. Click Create to immediately start a new notification record with the current record’s settings.

If you don’t click Create at this point, you could accidentally edit an existing record (by clicking OK or Apply).

3. (Optional.) Click Clear to reset the entire dialog box to its default settings—unless you want to use the existing settings.



4. Select a template for this notification record:
  - a. From the Template group box, click Select....

The Existing Method List dialog box opens.

- b. Select a template from the Method Name list box.
- c. Click OK to return to the Notification dialog box.

**NOTE:** The notification method dictates what actions are taken when a new message arrives.

5. (Optional.) Select a guard method for this notification record:
  - a. From the Guard Method group box, click Select....

The Existing Method List dialog box opens.

- b. Select a guard method from the Name list box.
- c. Click OK to return to the Notification dialog box.

**NOTE:** The guard method must return a value of true or false. For example, if a user is not responding to notification, the guard method might take an alternative action when five messages have accumulated.

6. Use the Maximum Executions group box to indicate how many successful and/or how many unsuccessful notifications must be performed before the notification can be stopped.

- a. Select the Successful tab.
- b. Do one of the following:
  - Type the number of times to successfully notify the owner of this mailbox before stopping.

The default is 1.

- Select the Infinite check box to continue notification indefinitely.

If the notification is about new messages, the notification stops when the user picks up the messages.

- c. Select the Failure tab.
  - d. Do one of the following:
    - Type the number of notification failures that must occur before giving up.
- The default is 10.

- Select the Infinite check box to continue notification indefinitely, regardless of the number of failures.

If the notification is about new messages, the notification stops when the user picks up the messages.

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

<b>Normal</b>	Indicates that the user has new or urgent 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.)
<b>Pickup</b>	Indicates that the user has picked up (listened to) all the new messages. It usually turns off a message light.
<b>Urgent</b>	Indicates that the user has urgent messages. Urgent notification templates usually page users or call them at their current location.

8. If the template method requires a variable, type a pager number, telephone number, or other variable (whichever is appropriate) in the Variable text box.
9. Indicate the time of day the notification record can be executed. For example, perhaps the user should only be notified during working hours, such as from 8 A.M. to 5 P.M. (8:00 to 17:00 on the 24-hour clock). Do the following:
  - a. Select the From tab.
  - b. Type a starting time in the spin box (use the 24-hour clock).
  - c. Select the To tab.
  - d. Type an ending time in the spin box (use the 24-hour clock).

10. Do one or both of the following:
  - Select a group of days simultaneously by selecting the Everyday, Weekdays, or Weekend option button.
  - Indicate what days the notification record can be executed by selecting the appropriate days' check boxes from the Execute On Days... group box.
11. 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 notification records until either the user listens to the message or the maximum number of retries has occurred. Amanda stops executing Urgent and Pickup records only when the maximum number of retries has occurred.)

  - a. In the Continue Every spin box, type the number of minutes between executions of the notification record.
  - b. In the After spin box, type the number of minutes between when the reason for notification occurs and when the notification record is executed.
12. (Optional) Select the Protected check box to prevent the owner of the mailbox from changing this notification record.
13. After setting all the options on the dialog box, you will click Apply to update this new notification record with those new settings.

## Deleting a Notification Record

You can delete notification records.

### To delete a notification record:

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree.
2. Click the Notification icon:  
The Notification dialog box opens.



3. Select the record to be deleted from the Notify drop-down list box.
4. Click Delete.

This deletes the record from this mailbox only.

## 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.

You can change the number for the user or the user, with the correct privileges, can change the Variable text box in the Notification dialog box.

### **To change a notification record's Variable field:**

1. From the Notification dialog box, type the number of the notification record in the Notify drop-down list box.
2. Type the new number in the Variable text box.
5. Click Apply or OK.

## 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:

	<b>After Waiting</b>	<b>Retry Every</b>	<b>For</b>
<b>Record 1</b>	0	5	0
<b>Record 2</b>	15	5	0
<b>Record 3</b>	30	5	0

This configuration causes Amanda to execute record 1 immediately and at five-minute intervals. After 15 minutes, if the message is not picked up, Amanda 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 13:

## Privileges

---

You can perform operations on a mailbox if either of the following are true:

- No privilege or lock covers the operation (as when setting incoming call options and some logon options).
- The privilege to perform that operation is assigned to and enabled for the mailbox you are logged onto

Initially the Amanda administrator's mailbox (usually mailbox 999) has all the privileges enabled. The Amanda administrator can delegate them to a child mailbox, whose owner can, in turn, delegate any privileges that that mailbox has to its child mailboxes. A mailbox can have any privilege that was given to it by the owner of any ancestor mailbox with that privilege.

**NOTE:** The Amanda administrator can enable/disable privileges for mailbox 999. All other mailboxes can enable/disable privileges only for its descendants.

You create a mailbox as a copy of another mailbox, usually 997 for non-guest mailboxes—that is, mailboxes with extensions—or 996 for guest mailboxes. Initially, the new mailbox usually has the same states (enabled or disabled) for these privileges as the mailbox that was copied. The exception to this is that the new mailbox cannot have a privilege enabled if its parent mailbox has that privilege disabled.

For example, suppose that mailbox 999 is the root of the mailbox tree and that it has child mailboxes 777 and 888. Suppose that the owner of mailbox 999 enables the privilege to create mailboxes for both mailboxes 777 and 888. Suppose the privilege to change the Do Not Disturb setting is enabled for mailbox 777 and disabled for mailbox 888.

The owner of mailbox 777 can create mailboxes that can change their Do Not Disturb settings, but the owner of mailbox 888 cannot—even if the mailbox being copied (for example, mailbox 997) has Do Not Disturb enabled. However, the owner of mailbox 999, the ancestor of mailbox 888, could enable the Do Not Disturb privilege for descendants of mailbox 888. If a descendant of mailbox 777 is moved so that it is a descendant of 888, that descendant does not lose or gain any privileges based on its new parent.

The owner of a mailbox can revoke any privileges for any of its descendants it has those privileges enabled. For example, because the Do Not Disturb privilege is enabled for mailbox 777, the owner of mailbox 777 can revoke the Do Not Disturb privilege for a descendant, for example, mailbox 110. The owner of mailbox 777 can revoke the privilege either by:

- Disabling the privilege for mailbox 110
- Locking the Do Not Disturb feature (in the Incoming Call Options dialog box) for mailbox 110

The above two operations are equivalent. Disabling a privilege sets the corresponding lock. Locking the feature changes the privilege to disabled.

The owner of mailbox 110 cannot control this feature (until it is enabled or unlocked by the owner of an ancestor mailbox with the ability to do so).

For more information about locking features, see “Understanding Locks” on page 116.

#### **To view mailbox privileges:**

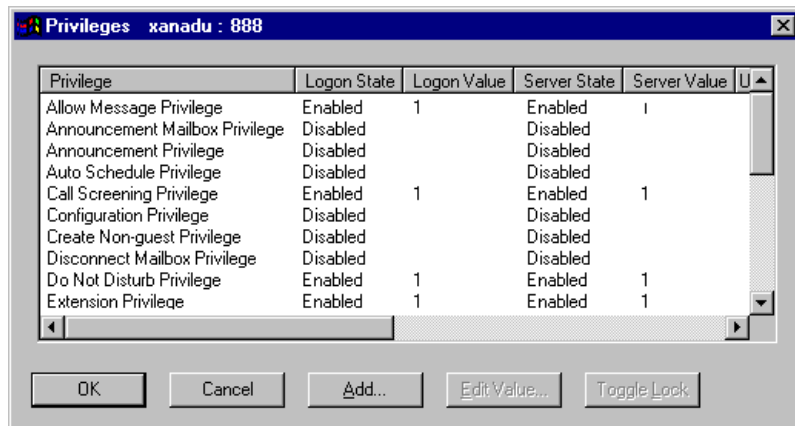
1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.

2. Click the Privileges icon:



The Privileges dialog box displays this mailbox’s privileges.





This dialog box can be extended horizontally to show all its columns.

The columns are:

- Privilege**      The name of the privilege.
- Logon State**    You may be logged on as a different mailbox than the one whose privileges you are reviewing. This column indicates whether this privilege is enabled or disabled for someone logging on to this mailbox right now. If you are logged on to this mailbox, these are your privileges.
- Logon Value**    This field indicates the value of this privilege for someone logging on to this mailbox right now. Values are usually 1 for an enabled privilege and nothing for a disabled privilege, but your system may have some additional settings for special privileges written for your site.
- Server State**    This field indicates whether this privilege is enabled or disabled for the mailbox you are reviewing. It is called Server State because the server keeps track of privileges for each box and this column indicates what the server has registered as the state of a given privilege for this mailbox.
- Server Value**    This field indicates the value (on the server) of this privilege for the mailbox you are reviewing.

- User State** This field is empty unless you decide to change this privilege's state for the mailbox you are reviewing. It is called User State because, when you click Toggle Lock to change the status, the server is not immediately aware of the change. For example suppose the mailbox you are reviewing cannot create mailboxes. You select the Create Non-guest Privilege and click Toggle Lock. The User State becomes enabled, but the Server State remains disabled until the message about the change of state reaches the server. Then the server state field becomes enabled and the User State field becomes empty once more. The server finds out about the change when you click OK.
- User Value** When you select a privilege and click Edit Value..., this field immediately reflects the new value for the mailbox you are reviewing. When the message about the value change reaches the server, the Server Value field is updated, and the User Value field becomes blank once more.

The following table describes the privileges that come with Amanda. Your Amanda administrator may have added new privileges that are not in the table.

## Privileges

Option	Privilege to...
Allow Message Privilege	Change the allow messages setting. Another way to enable/disable this privilege: Double-click the Message Folder icon. Select <b>Tools⇒Receive Options...</b> from the menu bar. Use the Locked button in the Receive Message Options dialog box.
Announcement Mailbox Privilege	Manipulate announcements in the announcement mailbox (usually 993). These are general announcements.
Announcement Privilege	Manipulate announcements for the mailbox you own.

## Privileges (Continued)

Option	Privilege to...
Auto Schedule Privilege	<p>Change the auto schedules.</p> <p>Another way to enable/disable this privilege: Double-click the Auto Scheduler icon and use the Locked button.</p>
Call Screening Privilege	<p>Change the call screening setting.</p> <p>Another way to enable/disable this privilege: Double-click the Incoming Call Options icon and use the Locked button in the Call Screening group box.</p>
Configuration Privilege	<p>Change system configuration.</p>
Create Mailbox Privilege	<p>Create mailboxes—other than guest mailboxes.</p> <p>It is not enough to give the mailbox this privilege and/or enabling it. You must also:</p> <ul style="list-style-type: none"> <li>• Specify a positive number of mailboxes that can be created (Double-clicking the Immediate Descendants icon and type a number in the Maximum Number Of Mailboxes text box).</li> </ul> <p>Another way to enable/disable this privilege: Use the Non-guest Lock button in the Immediate Descendants dialog box.</p>
Create Trie Mapping Privilege	<p>Create or delete a mailbox mapping (for example, the public directory is a mapping).</p> <p>Another way to enable/disable this privilege: Double-click the General Information icon and use the Public Directory's Entries group box's Locked button.</p>
Disconnect Mailbox Privilege	<p>Disconnect a user from the system.</p> <p>Another way to enable/disable this privilege: Double-click the Administrative Monitor icon and use the Locked button at the bottom of the dialog box or the Locked button on the Users tab.</p>
Do Not Disturb Privilege	<p>Change the do not disturb setting.</p> <p>Another way to enable/disable this privilege: Double-click the Incoming Call Options icon and use the Locked button in the Do Not Disturb group box.</p>

## Privileges (Continued)

Option	Privilege to...
Edit Trie Mapping Privilege	<p>Edit text associated with a mapping (for example, because the public directory is a mapping, this mailbox's owner can edit the names and pronunciations for the public directory).</p> <p>Another way to enable/disable this privilege: Double-click the General Information icon and use the Entries group box's Locked button.</p>
Extension Privilege	<p>Change the extension and server setting.</p> <p>Another way to enable/disable this privilege: Double-click the General Information icon and use the group box's Locked button.</p>
Grammar Privilege	<p>Set the speech recognition grammar.</p>
Greeting Privilege	<p>Manage greetings.</p> <p>Another way to enable/disable this privilege: Double-click the Greetings icon and use the dialog box's Locked button.</p>
Message Copy To Privilege	<p>Change the copy to listing.</p>
Message Relocation Privilege	<p>Move all messages from one mailbox to another.</p> <p>This privilege controls the <b>Tools⇒Move All Messages to Mailbox...</b> menu command in the Message Folders window.</p>
Method Database Privilege	<p>Change the methods of the mailbox.</p> <p>Another way to enable/disable this privilege: Double-click the Method Information icon and use the dialog box's Locked button.)</p> <p>This privilege does not affect the Transfer Method on the Incoming Call Options dialog box.</p>
Method Edit Privilege	<p>Change the persistent methods.</p> <p>Another way to enable/disable this privilege: Use the Locked button in the Persistent Method List dialog box. There are several ways to access this dialog box.</p>
Monitor Privilege	<p>Monitor the server system.</p> <p>Another way to enable/disable this privilege: Double-click the Administrative Monitor icon and use the Locked button at the bottom of the dialog box. This effectively disables the Reset Port Privilege and the Disconnect Mailbox Privilege as well.</p>

## Privileges (Continued)

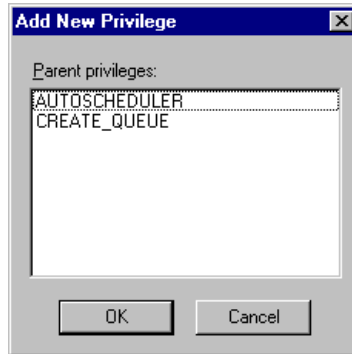
Option	Privilege to...
Notify Record Privilege	Change the notify records. Another way to enable/disable this privilege: Double-click the Notification icon and use the dialog box's Locked button.
Notify Template Privilege	Change the notify templates.
Reset Port Privilege	Reset a port. Another way to enable/disable this privilege: Double-click the Administrative Monitor icon and use either the Locked button at the bottom of the dialog box or the Locked button on the Ports tab.)
Reset Statistics Privilege	Reset the statistics of a mailbox. Another way to enable/disable this privilege: Double-click the Statistics icon and use the dialog box's Locked button.
Route Privilege	Change the routing of calls.
Shutdown Privilege	Shutdown the server.

## Adding Privileges

You can add privileges to a mailbox.

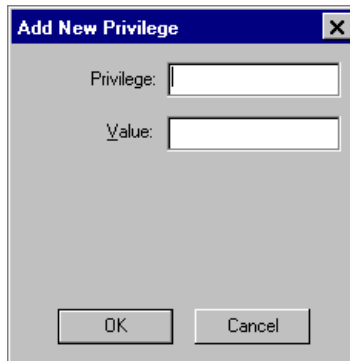
### To add a privilege to a mailbox:

1. From the Privileges dialog box, click Add....
2. The Add Privileges dialog box lists all the parent privileges that the current mailbox does not yet have.



3. Select a privilege then click OK.
4. After you add a privilege, check that its state, enabled or disabled is correct for this mailbox.

**NOTE:** If you are logged onto the Amanda administrator mailbox, you see the following dialog box, which allows you to add new privileges to the system.



Type the name of the privilege and its value. By default, the new privilege is enabled.

You cannot add privileges to your own mailbox unless your mailbox is the administrator mailbox.

## Enabling and Disabling Privileges

You can turn a privilege on or off by changing its state. The server does not become aware of the change until you click OK.

### To enable or disable a privilege that a mailbox currently has:

1. From the Privileges dialog box, select a privilege.
2. Click Toggle Lock.

If the Server State is disabled, the User State becomes enabled.

If the Server State is enabled, the User State becomes disabled.

Clicking Toggle Lock a second time changes the User State back to the Server State.

As soon as the Amanda server receives the message about the change in state for this privilege, the Server State field is updated and the User State field becomes blank.

## Changing Privilege Values

You can change a privilege's value (if it has one) by editing that value. The server does not become aware of the change immediately.

### To change the value of a privilege:

1. From the Privileges dialog box, select an enabled privilege.  
You cannot change the value of a disabled privilege (because it has no value).
2. Click Edit Value....  
A dialog box opens, displaying the name of the selected privilege as its title.
3. Type a new value in the Value text box.

4. Click OK to return to the Privileges dialog box.

The new value appears in the User Value field.

As soon as the Amanda server receives the message about the change in state for this privilege, the Server Value field is updated and the User Value field becomes blank.

## Understanding Locks

The owners of mailboxes that are ancestors of other users' mailboxes (that is, the owners of mailboxes higher up the branch of the tree to which the users' mailboxes have been assigned) can lock portions of the user interface.

For example, if mailbox 888 is an ancestor of mailbox 116 and mailbox 888 has a particular privilege enabled, the owner of mailbox 888 can enable that privilege if it is currently disabled.

The owner of mailbox 888 can revoke the privilege for mailbox 116 later either by:

- Disabling it for mailbox 116
- Locking Do Not Disturb (in the Incoming Call Options dialog box) for mailbox 116

The owner of mailbox 116 cannot control this feature (until it is enabled or unlocked by the owner of an ancestor mailbox with the ability to do so).

The difference between disabling the privilege and locking the feature are as follows:

- Disabling the privilege affects anyone who accesses the mailbox (although the owners of ancestor mailboxes can often re-enable the privilege).
- Locking the feature affects only the owner of the mailbox; for example, the owner of the ancestor mailbox that performs the locking operation is not affected.

There are several lock states as shown in the following table. The states simultaneously indicate what both the server and logged-on user believe the lock state to be.



## Lock States

State	Description
Locked	The server knows that the feature or set of features controlled by this lock are locked. So does the logged-on user.
User unLock	When the user clicks the Locked button, it changes to User unLock. When the user clicks OK to exit the dialog box, the server is notified. If the user reopens the dialog box, the button is unLocked.
unLocked	The server knows that the feature or set of features controlled by this lock are unlocked. So does the logged-on user.
User Lock	When a user clicks the unLocked button, it changes to User Lock. When the user clicks OK to exit the dialog box, the server is notified. If the user reopens the dialog box, the button is Locked.
Both Locked	While the logged-on user thinks the lock is unlocked, the server state changes to locked. (For example, the owner of this mailbox's parent may have locked the feature.) When the user clicks unLocked, the button becomes Both Locked. When the user clicks OK to exit the dialog box, the server is notified. If the user reopens the dialog box, the button changes to Locked.
Back to unLocked	If the user clicks Both Locked, the button becomes Back to unLocked. When the user clicks OK to exit the dialog box, the server is notified. If the user reopens the dialog box, the button changes to unLocked.
Both unLocked	While the logged-on user thinks the lock is locked, the server state changes to unlocked. For example, the owner of this mailbox's parent may have unlocked the feature. When the user clicks Locked, the button becomes Both unLocked. When the user clicks OK to exit the dialog box, the server is notified. If the user reopens the dialog box, the button changes to unLocked.
Back to Locked	If the user clicks Both unLocked, the button becomes Back to Locked. When the user clicks OK to exit the dialog box, the server is notified. If the user reopens the dialog box, the button changes to Locked.



---

# Chapter 14: Using Phonics

---

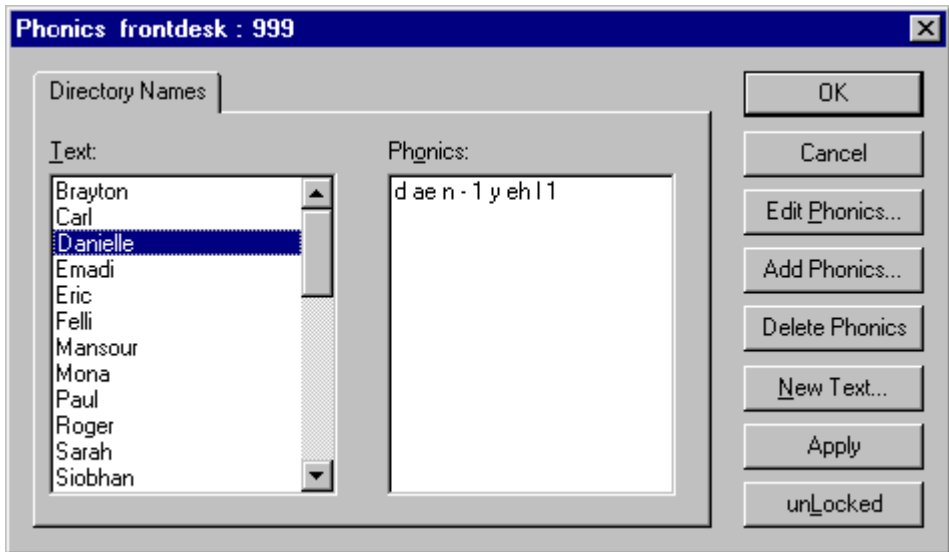
Often you will have to spell names and other words phonetically so that Amanda will pronounce them correctly and understand a caller's pronunciation or mispronunciation of them. To change the pronunciation of existing directory names, you use the Phonics icon.

**To access Phonics:**

- From the Amanda Portal Station window, click the Phonics icon:



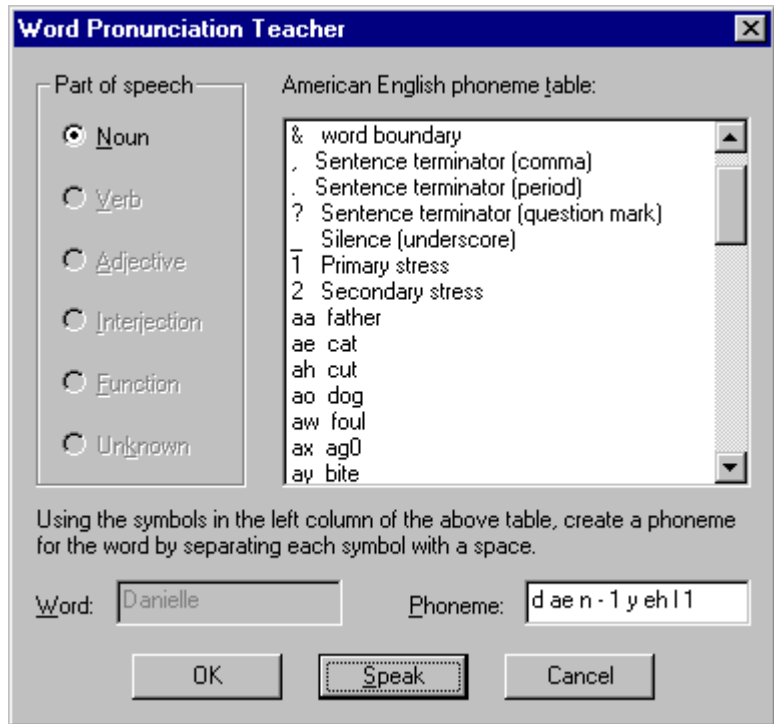
The Phonics dialog box displays Directory Names and their phonetic spellings.



**To change the pronunciation of a name:**

1. Select the name or word whose pronunciation needs to be changed from the Text list box.
2. Click Edit Phonics....

The Word Pronunciation Teacher dialog box opens.



3. Click Speak to listen to the name.
4. To get a better pronunciation, adjust the pronunciation by selecting phonemes from the American English Phoneme Table list box or typing phonemes in the Phoneme text box.
 

**To use the list box:**

  - a. Place the cursor in the Phoneme text box at the location where the phoneme should be inserted.
  - b. Double-click a phoneme in the list box to place the letters for that phoneme in the Phoneme text box at the cursor's location.
5. Repeat steps 3 and 4 as necessary.

6. When the name sounds as close as possible to the pronunciation you want, click Finish to return to the Phonics dialog box.
7. Click OK or Apply.

**To add additional pronunciations for a name:**

1. Select the name or word that needs an additional pronunciation from the Text list box.

For example, if the name is Tomato, pronunciations might include tuam'aetoe or tuam'aatoe.

2. Click Add Phonics....
3. Follow steps 3 through 5 in “To change the pronunciation of a name:” on page 120.

**To delete a pronunciation for a name:**

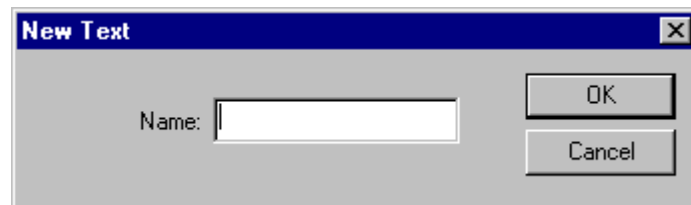
1. Select the pronunciation from the Phonics list box.
2. Click Delete Phonics....

**NOTE:** When all the pronunciations have been deleted, the name in the Text list box is also deleted.

**To add a name:**

1. Click New Text....

The New Text dialog box opens.



2. Type a new name in the text box.

3. Click OK.

**NOTE:** This does not add names to the public directory.






---

# Chapter 15: Security Code

---

You can change your security code using either Amanda Portal Station or your telephone. It is a good idea to change your security code immediately because your initial security code may be known by several people.

## **To change your security code:**

1. From the Amanda Portal Station window, select the mailbox from the mailbox tree whose security code is to be changed.
2. Click the Security Code icon:   
The Security Code dialog box opens.
3. Type the security code you used to log on to Amanda Portal Station in the Logon Security Code text box.
4. Type the new code for the selected mailbox in the New Security Code text box.

The code must contain at least the number of characters specified by the setting of Amanda Portal's global parameter, `security_min_length`.

5. Retype the code in the Verify Security Code text box.



---

# Chapter 16:

## Statistics

---

The Statistics dialog box lets you view statistics about your mailbox, including:

- When it was created or changed and by whom
- How often you have logged on
- How many calls you have received
- How often you were notified about calls
- How many messages you have

### To view mailbox statistics:

1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.

2. Click the Statistics icon: 

The Statistics dialog box displays the data described in the following table.

You can refresh the statistics dialog box to be sure that you have the most recent data by clicking Refresh.

Unless the Statistics dialog box is locked, you can click Reset to reset the statistics (so that most counts start over again). The historical count, for example, is never reset.

For more information about locks, see “Understanding Locks” on page 116.

## Mailbox Statistics

Option		Description
Created		The date and time that this mailbox was created.
Statistics started		The date and time that this set of statistics started to accumulate. Occasionally statistics are reset for a mailbox; otherwise the statistics start at the same time that the mailbox was created.
Last modified		The most recent date and time at which this mailbox's settings were changed.
Modified by		The mailbox number of the person who last modified this mailbox.
Logons	Count	The number of times the mailbox has been logged on to.
	Last	The date and time at which the last logon occurred.
	Elapsed time	The amount of time (in hours, minutes, and seconds) since the last logon occurred.
	Last heard the message of the day	the date and time that the user last heard a "message of the day."
Calls	Count	The number of calls the mailbox has processed.
	Last	The date and time at which the last call was received.
	Elapsed time	The amount of time (in hours, minutes, and seconds) since the last call was received.
Connected	Count	The number of calls that were connected to the called party.
	Last	The date and time at which the last call was connected.
Notifications	Count	The number of times a notification was sent about calls to this mailbox.
	Last	The date and time at which the last notification was sent.

## Mailbox Statistics (Continued)

Option		Description
Current (Message Totals)	Urgent new	The number of new (that is, unheard) messages that are also urgent.
	New	The total number of unheard messages.
	Urgent non-new	The number of urgent messages that have already been heard.
	Marked for deletion	The number of messages marked for deletion, but, as yet, not purged.
	To be purged	The number of messages to be automatically purged because of their dates.
	Total	The total number of messages currently in the mailbox.
History (Message Totals)	Maximum at once	The largest number of messages stored in this mailbox at one time.
	Accumulative total	The total number of messages ever stored in this mailbox.



---

# Chapter 17:

## Logon Options


---

You can view and often change the settings for your mailbox's logon options. Amanda Portal Station is normally set up to use these settings to control how your mailbox interacts with you, but your settings may be ignored or overridden. If you cannot change one or more options, you may not have the privilege to do so or this option may have been, at least temporarily, locked by you or your administrator. For more information about locks, see "Understanding Locks" on page 116.

Some options can be changed using the telephone. For more information, see *Using Amanda Portal Telephone Features*.

### **To view logon options:**

1. From the Amanda Portal Station window, select a mailbox from the mailbox tree.

2. Click the Logon Options icon: 

The Logon Options dialog box displays the options described in the following table.



## Logon Options

Option	Description
Logon locked	When this check box is selected, users cannot log on to mailboxes. For example, a mailbox may be used for special processing or you might want to lock a user out of the system.
Play connect tone	When Amanda is supervising the call transfer, but not identifying the called party for the current mailbox, this option determines whether Amanda plays a beep for the caller when an answer is detected. When selected, Amanda plays the beep. When cleared, there is no beep.



## Logon Options (Continued)

Option	Description
Play date and time	<p>When this check box is selected and you play a message left for you, you hear the date and time at which a message was recorded followed by the message itself.</p> <p>When cleared, the date and time are not played.</p> <p>NOTE: If you are listening to the message over the telephone, you can press 74 at any time during the message to hear its date—even if this option is cleared.</p>
Abbreviate date and time	<p>Controls how Amanda says the date for a message dated today or yesterday.</p> <p>When selected, Amanda says “today” or “yesterday” instead of the actual date, for example, “June 27<sup>th</sup>, 1999.”</p> <p>When cleared, Amanda says only the actual date, such as “June 27<sup>th</sup>, 1999.”</p>
Play from	<p>When playing your messages, this option controls whether Amanda identifies the Amanda user who sent (or forwarded) each message.</p> <p>When selected, Amanda indicates who sent an internal message before playing the message. Amanda plays the name and extension message for the sender (if it exists). Amanda says the mailbox number (for example, mailbox 1-4-7) when there is no recording.</p> <p>When cleared, Amanda only plays the message.</p>
Play new messages first	<p>Determines what message is played next when you log on to your mailbox to play messages.</p> <p>When selected, pressing 1 plays the next new message and pressing 75 plays the messages in order, regardless of whether they have been heard.</p> <p>When cleared, pressing 1 plays the messages in order and pressing 75 plays the next new message.</p>

## Logon Options (Continued)

<b>Option</b>	<b>Description</b>
Auto wrap messages	<p>When this check box is selected, as you listen to the last message in your mailbox, Amanda automatically returns to the first message as the next message.</p> <p>When cleared, as you listen to your last message, Amanda tells you that you have no more messages.</p>
Play skip ___ secs.	<p>The number of seconds to rewind or skip forward during message playback when a * (rewind) or # (skip forward) is pressed.</p> <p>The range is from 1 to 99. The default is 5.</p>
Language	<p>The language of the prompts to be played when the user logs on to this mailbox. The language option is never locked; the user can change it at any time.</p>

---

# Chapter 18:

## Administrative Reports

---

You can create, view, and print customized reports about Amanda Portal. 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 monitor use of the Amanda system, create a report that lists mailboxes and their numbers of calls, logons, notifications, and transfers.

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.

## Example Report (When Saved as Text)

### Administrative Mailbox Reports

Saturday, April 24, 1999 11:35:50 PM

Mailbox	Extension	Name	Total Messages	New Messages
0	0	Won Park	168	0
2		Sylvia Villa	0	0
111	111	Chris Wang	1987	3
112	112	Nancy Vo	1303	14
113	113	Carl Crockett	313	6
114	114	John Morgan	1745	0
115	115	Rhonda Reid	581	0
116	116	Vinnie Meloni	453	7
117	117	Susan Friend	1882	12
118	118	Kevin Ebrad	573	1
170			0	0

## Managing Reports and Report Templates

Managing reports includes:

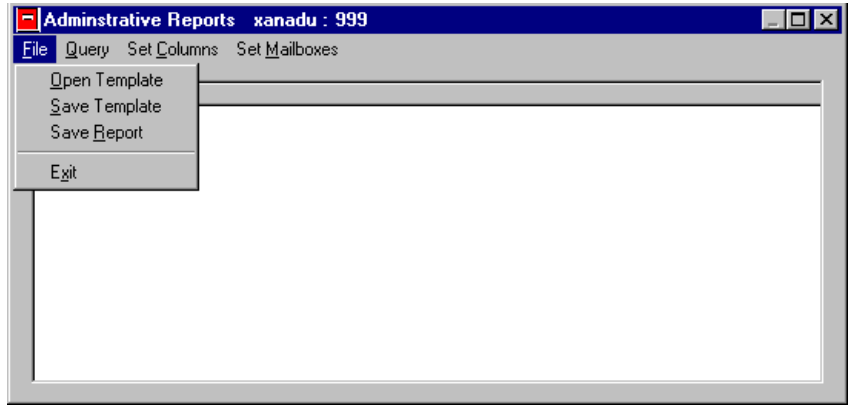
- Deciding what reports to create and when
- Creating templates for reports that will be generated more than once
- Making decisions about disk space, users, and so forth based on the information in the reports

**To manage administrative reports:**

- From the Amanda Portal Station window, click the Administrative Reports icon:



The Administrative Reports window allows you to manage reports.



This Administrative Reports window has just one drop-down menu. You use the file menu to create and save template and to save reports. The other items on the menu bar (Query, Set Columns, and Set Mailboxes) are commands. You use Set columns and Set Mailboxes to design the report or template. You use Query to create the report from the selected template.

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

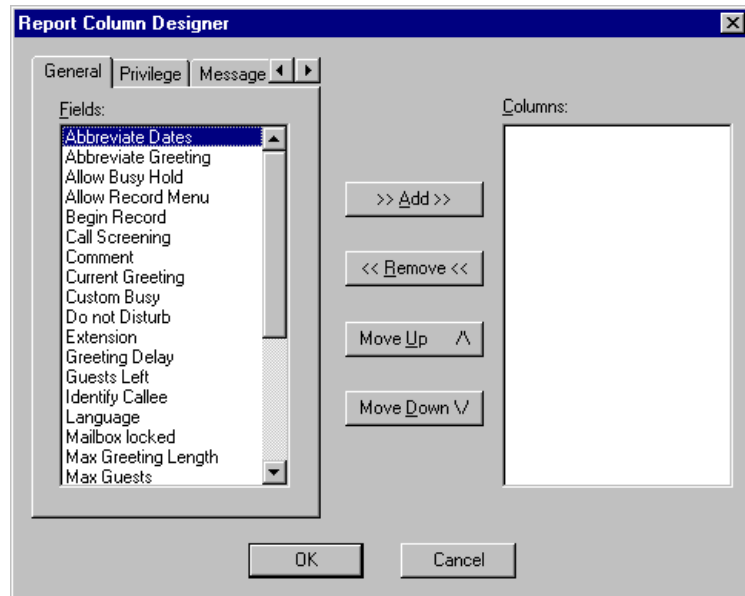
## Creating Reports and Report Templates

Initially you have no report templates, so you must design them and then save them. You don't have to save every template you design. For example, the design may be for a report that you will never run again. However, usually you will save each template.

**To create a report:**

1. From the Administrative Report dialog box, click Set Columns... on the menu bar.

The Report Column Designer dialog box opens.



The fields (or properties) you select will appear as columns in the report with the field name as the column header.

The possible fields are divided into five tabbed categories: General, Privilege, Message, Methods, and Statistics. You can select fields from only one or any number of the tabs.

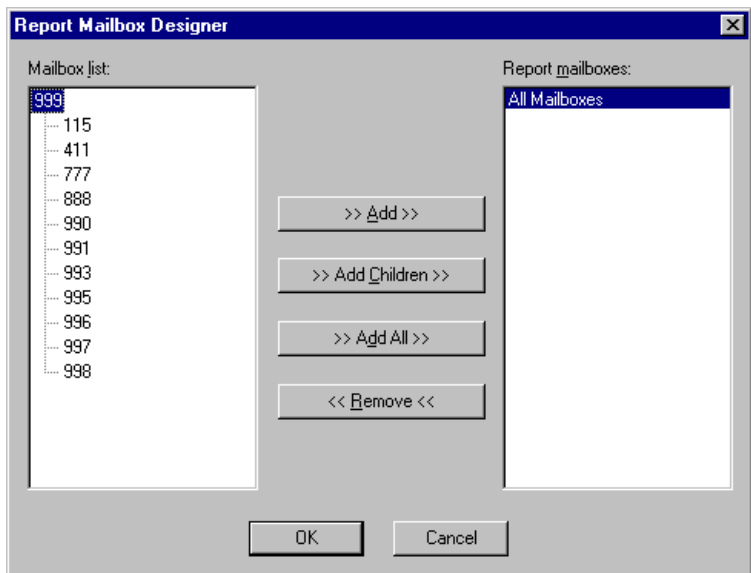
See the Report Fields table at the end of this chapter for a description of each field.

The Mailbox field automatically becomes the first column in every report. However, it doesn't appear in the lists.

2. To select a field to appear as a column in the report:
  - a. Select one of the tabs above the Fields list box.
  - b. Select a field from the Fields list box.
  - c. Click >>Add>> to move that field to the Columns list box.

**TIPS:** Double-clicking also moves the fields from one list to the other.

If you want the columns in a particular order, you can add them in that order or rearrange them later using the Move Up and Move Down buttons.
3. Click OK to return to the Administrative Reports dialog box.
4. From the Administrative Report dialog box, click Set Mailboxes... on the menu bar.
5. The Report Mailbox Designer dialog box opens. By default, all mailboxes are selected.



6. To limit the report to a subset of these mailboxes:
  - a. Select a mailbox from the Mailbox Tree.
  - b. Do one of the following:
    - Click >>Add>> to add the selected mailbox.
    - Click >>Add All Children>> to add the immediate descendants of the selected mailbox.

This does not add the selected mailbox. It adds only the selected mailbox's children—not its grandchildren, etc.

**TIPS:** Double-clicking a mailbox in the Report Mailboxes list box (or selecting it and clicking <<Remove<<) remove that mailbox from the list box.

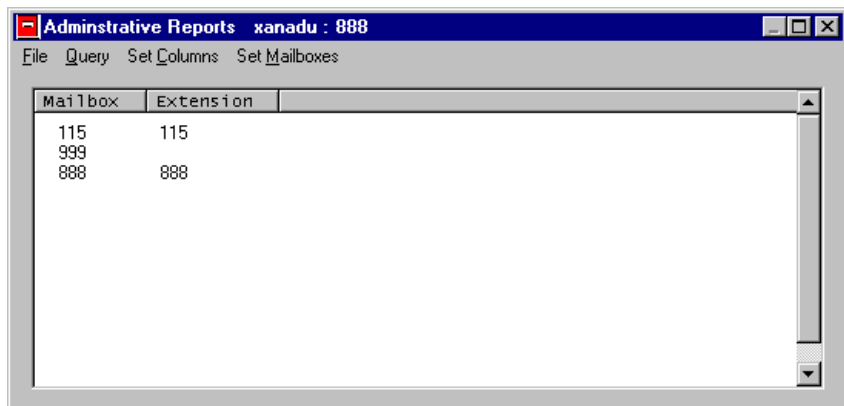
Click >>Add All>> puts All Mailboxes in the Report Mailboxes list box.

7. Repeat step 3 to add additional mailboxes or their children.
8. Click OK to return to the Administrative Reports dialog box.

**To process this report:**

- Click Query on the menu bar.

The report appears in the Administrative Reports dialog box. For example, the following report shows the extensions for three mailboxes.



The screenshot shows a window titled "Administrative Reports xanadu : 888". The menu bar includes "File", "Query", "Set Columns", and "Set Mailboxes". The main area contains a table with two columns: "Mailbox" and "Extension".

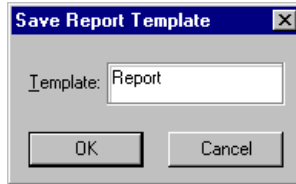
Mailbox	Extension
115	115
999	
888	888



**To save this report design as a template:**

1. Select **File**⇒**Save Template....** from the menu bar.

The Save Report Template dialog box opens. The word “Report” is the prefix for the name of any report.



2. Type a name for the template text box.
3. Click OK.

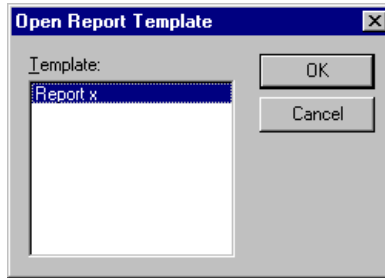
## Creating Reports from Existing Templates

You can create a report from an existing template. First you load the template then generate the report.

**To create a report from a template:**

1. Select **File**⇒**Open Template....** from the menu bar.

The Open Report Template dialog box opens.



2. Select the name of an existing template from the Template drop-down list box.
3. Click OK to return to the Administrative Reports dialog box.
4. Click Query on the menu bar.

The report appears in the Administrative Reports dialog box.

**TIPS:** You can edit a report template by opening it, changing its fields or mailboxes. After editing it, you can save it as an edited template and/or run a report from it.

You can create new report templates by starting with an existing template. Edit the existing template and save it with a new name.

## 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. Create or open a template.
2. Click Query on the menu bar.

The report appears in the Administrative Reports dialog box.

3. Adjust any column headers ending in ... to avoid column header truncation in the text version of the report.
4. Select **File**⇒**Save Report...** from the menu bar.  
The Save As dialog box opens.
5. Select a file name and location.
6. Click OK.

## Understanding the Report Fields

The following table describes each report field. It starts with Mailbox, which is not on a tab, but which is always the first column of every report. Then it provides descriptions of each field in alphabetical order by tab.

### Report Fields

Tab	Field Name	Description
	Mailbox	Contains the mailbox number. This field is automatically the first column of every report.
General	Abbreviate Dates	The setting for the logon option, Abbreviate Date and Time. When True, Amanda says “today” or “yesterday” instead of the actual date, for example, “June 27 <sup>th</sup> , 1999.” When False, Amanda says only the actual date, such as “June 27 <sup>th</sup> , 1999.”

## Report Fields (Continued)

Tab	Field Name	Description
General (cont.)	Abbreviate Greeting	<p>The setting for the incoming call option, Abbreviate “Leave Message” Prompt.</p> <p>When True, Amanda says, “Please leave a message at the tone.” This is the shortened version of the system greeting.</p> <p>When False, Amanda says, “Please leave a message for” followed by the name and extension recording. This is the usual default version of the system greeting.</p>
	Allow Busy Hold	<p>The setting for the incoming call option, Allow Caller To Hold While Extension Is Busy.</p> <p>When True, the caller can press * to hold for a busy extension.</p> <p>When False, a busy signal at your telephone is managed the same way as a Ring No Answer (RNA) call. That means that the caller cannot hold for a busy extension and can only leave a message once RNA or BUSY is the state of the called extension (assuming the mailbox accepts messages).</p>
	Allow Record Menu	<p>The setting for the incoming call option, Play Post-record Menu.</p> <p>When True, the caller hears the post-record menu, a menu that allows callers to review and/or re-record their messages.</p> <p>When False, the caller does not hear the menu.</p>
	Begin Record	<p>The setting for the incoming call option, Play “Begin Recording At The Tone” Prompt.</p> <p>When True, Amanda plays, “Begin recording at the tone, finish by pressing # or hanging up” before the beep.</p> <p>When False, the caller hears only a beep.</p>
	Call Screening	<p>The setting for the incoming call option, Screen Calls.</p>

## Report Fields (Continued)

Tab	Field Name	Description
General (cont.)	Comment	The contents of the mailbox's Comment field (from the General Information dialog box).
	Current Greeting	The description for the current greeting.
	Custom Busy	Indicates whether this mailbox uses the custom busy message.
	Do Not Disturb	Indicates whether Do Not Disturb is on or off.
	Extension	The extension connected to this mailbox (as specified by the Extension field in the General Information dialog box).
	Greeting Delay	The number of milliseconds after the current greeting plays that Amanda waits for the caller to make a selection.
	Guests Left	Remaining number of guest mailboxes that can be created from this mailbox.
	Identify Called Party	Indicates whether Identify Called Party is on or off.
	Language	The language specified in the General Information dialog box.
	Mailbox Locked	Indicates whether the mailbox is locked.
	Max Greeting Length	The maximum number of seconds allowed for a greeting.
	Max Guests	The total number of guest mailboxes that can be created from this mailbox.
	Modified Call Screening	Indicates whether Modified Call Screening is on or off.
	Name	The name for the user of this mailbox provided as input in the General Information dialog box.
Parent	The number of this mailbox's parent mailbox.	

## Report Fields (Continued)

Tab	Field Name	Description
General (cont.)	Play Date/Time	Indicates whether the logon option, Play Date And Time, is on or off.
	Play From	Indicates whether the logon option, Play From, is on or off.
	Play New First	Indicates whether the logon option, Play New Messages First, is on or off.
	Play Skip Seconds	The number of seconds skipped when rewinding or skipping forward through a message over the telephone.
	Please Hold	Indicates whether the incoming call option, Play "Please Hold" Prompt, is on or off.
	RNA Rings	The number of rings after which the telephone is considered unanswered.
	Server Location	The location of the server from the General Information dialog box.
	Use Connect Tone	Indicates whether the logon option, Play Connect Tone, is on or off.
Privilege See "Privileges" on page 110 for more details.	Allow Message Privilege	Indicates that this mailbox has the Allow Message privilege.
	Announcement Mailbox Privilege	Indicates that this mailbox has the Announce Message privilege.
	Announcement Privilege	Indicates that this mailbox has the Announcement privilege.
	Auto Schedule Privilege	Indicates that this mailbox has the Auto Schedule privilege.
	Call Screening Privilege	Indicates that this mailbox has the Call Screening privilege.

## Report Fields (Continued)

Tab	Field Name	Description
Privilege (cont.)	Configuration Privilege	Indicates that this mailbox has the Configuration privilege.
	Create Mailbox Privilege	Indicates that this mailbox has the Create Mailbox privilege, allowing its owner to create mailboxes—other than guest mailboxes.
	Create Trie Mapping Privilege	Indicates that this mailbox has the Create Trie Mapping privilege, allowing its owner to create or delete a mapping (for example, the public directory is a mapping).
	Disconnect Mailbox Privilege	Indicates that this mailbox has the Disconnect Mailbox privilege.
	Do Not Disturb Privilege	Indicates that this mailbox has the Do Not Disturb privilege.
	Edit Trie Mapping Privilege	Indicates that this mailbox has the Create Mailbox privilege, allowing its owner to edit text associated with a mapping (for example, because the public directory is a mapping, this mailbox's owner can edit the names and pronunciations for the public directory).
	Extension Privilege	Indicates that this mailbox has the Extension privilege.
	Grammar Privilege	Indicates that this mailbox has the Grammar privilege.
	Greeting Privilege	Indicates that this mailbox has the Greeting privilege.
	Message Copy To Privilege	Indicates that this mailbox has the Message Copy To privilege.
	Message Relocation Privilege	Indicates that this mailbox has the Message Relocation privilege.
	Method Database Privilege	Indicates that this mailbox has the Method Database privilege.

## Report Fields (Continued)

Tab	Field Name	Description
Privilege (cont.)	Method Edit Privilege	Indicates that this mailbox has the Method Edit privilege.
	Monitor Privilege	Indicates that this mailbox has the Monitor privilege.
	Notify Record Privilege	Indicates that this mailbox has the Notify Record privilege.
	Notify Template Privilege	Indicates that this mailbox has the Notify Template privilege.
	Reset Port Privilege	Indicates that this mailbox has the Reset Port privilege.
	Reset Statistics Privilege	Indicates that this mailbox has the Reset Statistics privilege.
	Route Privilege	Indicates that this mailbox has the Route privilege.
	Shutdown Privilege	Indicates that this mailbox has the Shutdown privilege.
Message	Allow Messages	Indicates whether the mailbox takes messages.
	Deleted Messages	Indicates the number of messages marked for deletion.
	Folder New	The description of the folder that contains new messages.
	Folder Urgent	The description of the folder that contains urgent messages.
	Max Message Length	The maximum number of seconds allowed for a message.
	Max Messages At Once	The largest number of messages stored by this mailbox at one time.



## Report Fields (Continued)

Tab	Field Name	Description
Message (cont.)	Messages To Be Purged	The number of messages to be purged (based on age).
	Purge Deleted Messages	Indicates whether deleted messages are to be purged.
	Purge Messages	Indicates whether messages are purged based on age.
	Total Current Messages	The total number of messages currently in the mailbox.
	Total Received Messages	The total number of messages received since the statistics were last reset.
	Unread Messages	The number of unreviewed messages in the mailbox.
	Urgent Messages	The number of urgent messages in the mailbox.
	Urgent Read Messages	The number of urgent messages in the mailbox that have already been reviewed.
Methods See “Chapter 5: Chain Information” for more details.	Busy Method	The contents of the Busy Method text box.
	Caller Method	The contents of the Caller Method text box.
	Done Method	The contents of the Done Method text box.
	Menu 0–9 Method	The contents of the Menu 0–9 Method text box.
	RNA Method	The contents of the RNA Method text box.
	Transfer Method	The contents of the Transfer Method text box. Transfer Method is a incoming call option.
	User Method	The contents of the User Method text box.
Statistics	Call Count	The setting for the Call Count statistic.
	Called Seconds	The setting for the Called Seconds statistic.

## Report Fields (Continued)

Tab	Field Name	Description
Statistics (cont.)	Connect Count	The setting for the Connect Count statistic.
	Initial Time	The setting for the Initial Time statistic.
	Last Call Time	The setting for the Last Call Time statistic.
	Last Changer	The setting for the Last Changer statistic, the mailbox number of the last user to modify this mailbox's settings.
	Last Connect Time	The setting for the Last Connect Time statistic.
	Last Notify Time	The setting for the Last Notify Time statistic.
	Last User Logon Time	The setting for the Last User Logon Time statistic.
	Message Of The Day	The setting for the Message Of The Day statistic, indicating whether the owner of this mailbox has heard the message of the day.
	Notify Count	The setting for the Notify Count statistic.
	Save Time	The setting for the Save Time statistic.
	Statistic Time	The setting for the Statistic Time statistic.
	User Logon Count	The setting for the User Logon Count statistic.
User Logon Seconds	The setting for the User Logon Seconds statistic.	

---

# Chapter 19:

## Administrative Monitor

---

Amanda's Administrative Monitor lets you view the real time status of the Amanda system server from a workstation on your Wide Area Network (WAN).

### To access Administrative Monitor:

- From the Amanda Portal Station window, click the Administrative Monitor icon:

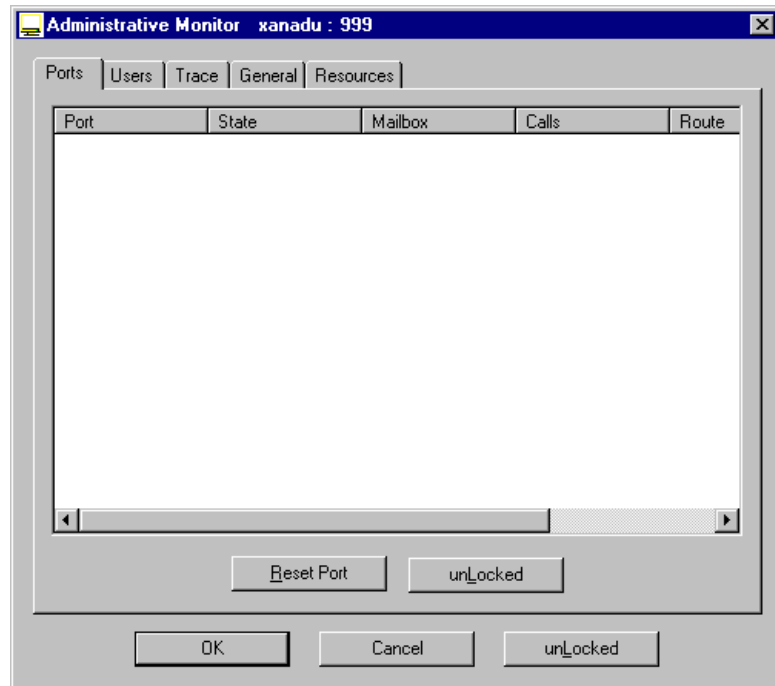


The Monitor Logon dialog box displays general information about the Amanda system.

If the entire dialog box is locked (see the Locked button at the bottom of the dialog box), nothing appears in this dialog box on any tab.

If the dialog box is locked, you might not have permission to unlock it. See your supervisor or Amanda administrator for details. For more information about locks, see “Understanding Locks” on page 116.

If the entire dialog box is unlocked, individual tabs may be locked, preventing you from seeing information and performing operations such as resetting ports or disconnecting users.



## Monitoring Ports

You can check to see what ports are doing what activities. You can also reset those ports. Reset ports with caution as this immediately terminates any activity on that port and sets the port to on-hook.

### To monitor ports:

- From the Monitor dialog box, click the Ports tab.

The Ports dialog box lists the ports currently connected to the Amanda server.

The following table explains the columns found in the dialog box.

## Ports

Column	Description
Port	The number of each active port.
State	The current state of that port. on-hook off-hook t1-red-on t1-red-off t1-blue-on t1-blue-off t1-yellow-on t1-yellow-off t1-other-on t1-other-off
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 answered on that port.
Status	Detailed information on the current activity of this port.
Last Call Taken	The last time a call was taken.

## 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 state to on-hook.

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

**To reset a port:**

1. From the Monitor dialog box, click the Ports tab.
2. Select a port from the Ports list box then click Reset Port.
3. Click OK.

## Monitoring Users

You can check to see what users are doing what activities. You can also disconnect users.

**To monitor users:**

- From the Monitor dialog box, click the Users tab.

The Users dialog box lists the mailboxes currently connected to the server as clients.

The following table explains the columns found in the dialog box.

### Users

Column	Description	
Session ID	The systemwide session ID.	
Category	Explains what the user is doing or what is being done on his behalf.	
	Auto Scheduler	A schedule is being executed on behalf of a user.
	monitor	A monitoring activity is being executed.
	network	A user is connected through telnet, CallQ, or Amanda Portal Station.

## Users (Continued)

Column	Description	
Category (cont.)	notify	A notification record is being executed.
	phone	A user is connected via a telephone.
	POP3	A user is connected through a POP3 network.
	SMTP	A user is connected through an SMTP network.
	sound card	A user is connected through the sound card. For example, the user is recording a greeting.
	spawn	A job is being executed.
	startup	The startup job is being executed (as the Amanda server starts).
	template	A notification record is being executed.
	www	A user is connected through the world-wide web/Internet.
Mailbox	The user's mailbox number.	
Host	The user's host name or IP address.	

## Disconnecting Users

Disconnect users with caution. It is not going to please them.

### To disconnect a user who is accessing a mailbox:

1. From the Monitor dialog box, click the Users tab.
2. Select a user from the Users list box then click Disconnect Mailbox.
3. Click OK.

# Tracing Port Activity

The path to Amanda's trace file is usually:

```
C:\amanda\computerName_trace.txt
```

where *computerName* is the name of your computer.

This file is located wherever you have installed Amanda. It is created each time Amanda starts running. It may wrap around depending on the `trace_wrap` configuration setting.

The trace file allows the administrator to:

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

From Administrative Monitor, you can create trace files on your local workstation (or network). From Amanda, you can create trace files on the server. You can copy trace files from the server to your workstation (or network).

## To trace Amanda server activity:

- From the Monitor dialog box, click the Trace tab.

The Trace dialog box lists the commands executed by Amanda server at that time.

The following table explains the columns found in the dialog box.

## Trace

Column	Description
Time	The time at which the command was executed.
Header	The category of the trace information, for example, port, network, etc.
Body	The trace details.



**To save the displayed data as a trace file:**

1. From the Monitor dialog box, click the Trace tab.
2. Click File Trace....  
The Windows standard Save As dialog box opens.
3. Select a file name and location then click OK.

## Checking General Information

General information includes:

- Version number
- System usage information
- Number of mailboxes
- Amount of hard disk space available
- When the system was last started

**To monitor general activity:**

- From the Monitor dialog box, click the General tab.

## Monitoring Resources

You can use resource information to find bottlenecks in the Amanda system and determine if another voice board is needed.

**To monitor resources:**

- From the Monitor dialog box, click the Resources tab.

The following table explains the columns found in the dialog box.

## Resources

Column	Description	
Type	The type of resource being used.	
	fax	Fax processing device.
	ls	Loopstart device: line device that sets hook on/off.
	serial	Serial port, usually for SMDI.
	sndcard	Sound card device.
	T1	T1 device; time slot.
	vp	Voice processing device (DSP) for playing, recording, and dialing PCPM.
	vpls	Voice processing device attached to a loopstart device.
	vptone	Independent, crippled voice processing device.
Total	The number of resources of the specified type currently allocated to the system.	
Available	The number of resources of the specified type currently available for use.	
Max Ever Used	The maximum number of this type of resource ever used at one time since the system has been up.	
Times Denied	The number of times that this type of resource was needed but was not available.	
Waiting	The number of people waiting to use this type of resource at that moment.	
Max Ever Waiting	The maximum number of people waiting to use this type of resource at one time since the system has been up.	

---

# Chapter 20:

# Tcl Command

---

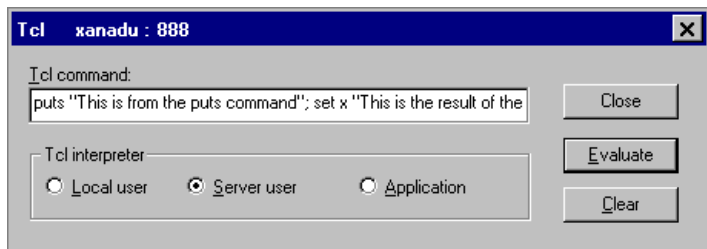
You can evaluate tcl commands using the Tcl Command dialog box. This gives you the opportunity to test the command before you add it to a method, etc.

### To test tcl commands:

1. From the Amanda Portal Station window, click the Tcl Command icon:



The Tcl Command dialog box opens.

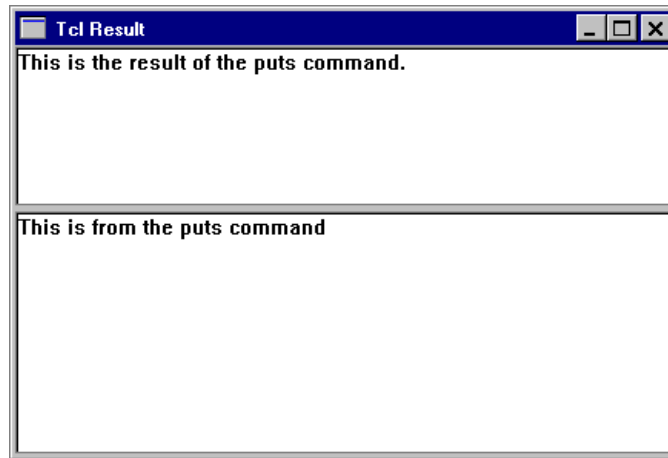


2. Type the command in the Tcl Command text box.
3. Select the Local User, Server User, or Application option button.

There are three tcl interpreters available to you: one on the server and two on the client workstation. The server interpreter has access to everything. The local user interpreter has access to information about the current mailbox. The application interpreter has access to mailbox numbers.

4. Click Evaluate.

The Tcl Result window opens.



The result from the command appears in the top pane.

Any asynchronous data requested by the command appears in the bottom pane. The above figure shows asynchronous information sent by the puts command.

- TIP:** If you type the command incorrectly, you can edit it or click Clear to start over.

---

# Index

---

## Symbols

%V

changing 104

.WAV files 50, 84, 96

## A

Abbreviate “Leave message”  
prompt 24

Abbreviate date and time  
user options 133

Abbreviate Dates  
report field 143

Abbreviate Greeting  
report field 144

abbreviating  
dates 133

adding

methods 28

names 122

privileges 113

pronunciations 122

users to public directory  
39

Administrative Mailbox Re-  
ports 12

Administrative Monitor 12

administrators 5

after-hours greetings 44

Allow Busy Hold  
report field 144

Allow caller to hold while ex-  
tension is busy 24

Allow Message Privilege 110  
report field 146

Allow Messages  
report field 148

Allow Record Menu  
report field 144

allowing  
messages 94

Amanda  
monitoring 151

Amanda administrators 5

Amount of hard disk space  
available 157

ancestors 5

Announcement Mailbox Privi-  
lege 110  
report field 146

Announcement Privilege 110  
report field 146

announcements

privileges 110

answering  
beeps 132

assigning  
privileges 108

Attributes column 74

Auto Schedule Privilege 111  
report field 146

Auto Scheduler 9

Auto wrap messages  
user options 134

away-from-the-office greet-  
ings 45

## B

Back to Locked 117

Back to unLocked 117

beepers

see pagers 97

beeps 24

connection 132

Begin Record  
report field 144

Both Locked 117

Both unLocked 117

busy

holding 24

busy greetings

creating 51

recording 45

Busy Method 27  
report field 149

## C

cached MMOs

message components 84

Call Count

report field 149

Call Screening

report field 144

- call screening
  - privileges 111
- Call Screening Privilege 111
  - report field 146
- Called Seconds
  - report field 149
- Caller and User Options 9
- Caller Method 27
  - report field 149
- caller options
  - viewing 23
- calls
  - ports 153
- changing
  - pager telephone number
    - for notification 104
  - privilege values 115
  - pronunciations 120
  - security codes 125
- Chapter 37
- codes
  - changing security 125
- columns
  - Attributes 74
  - Date 73
  - folders 73
  - Forwarded By 74
  - From 73
  - Length 74
  - Subject 74
  - To 73
- commands
  - tcl 159
- Comment
  - report field 145
- components
  - cached MMOs 84
  - importing 84
  - recording 84
- composing
  - messages 80
- Configuration Privilege 111
  - report field 147
- Connect Count
  - report field 150
- connecting
  - beeps 132
- conventions v
- COPY\_TO 112
- copyright ii
- Create Mailbox Privilege 111
  - report field 147
- Create Trie Mapping Privilege 111
  - report field 147
- creating 30
  - custom busy greetings 51
  - greetings 48
  - lists 66
  - mailboxes 60
  - mailboxes privilege 111
  - menu options 28
  - methods 30
  - name and extension messages 52
  - notification record templates 99
  - notification records 99
  - properties 34
  - report templates 137
  - reports 137
  - reports from templates 141
  - schedules 14
  - trace files 157
- Current Greeting
  - report field 145
- current greetings
  - setting 54
- Custom Busy
  - report field 145
- custom busy greetings 55
  - creating 51
  - recording 45
- customer support iv
- customizing
  - reports 135
- D**
- Date column 73
- dates
  - abbreviated 133
  - message 133
  - message expiration 86
  - said by Amanda 133
- days
  - scheduled 17
- dealer sales iv
- Deleted Messages
  - report field 148
- deleting
  - lists 69
  - mailboxes 62
  - messages 78
  - methods 32
  - notification records 103
  - pronunciations 122
  - properties 36
  - schedules 20
- descendants
  - immediate 59
- directory
  - public 39
- disabling
  - privileges 115
  - scheduling records 20

- Disconnect Mailbox Privilege
  - 111
  - report field 147
- disconnecting
  - privileges 111
  - users 155
- distribution sales *iv*
- Do Not Disturb
  - privileges 111
  - report field 145
- Do Not Disturb Privilege 111
  - report field 147
- Done Method 27
  - report field 149
- E**
- Edit Trie Mapping Privilege 112
  - report field 147
- editing
  - greeting names 48
  - greetings 53
  - lists 68
  - properties 35
  - schedules 18
- emergency lists
  - notification 104
- employee directory
  - adding users 39
- enabling
  - privileges 115
- end user
  - support *iv*
- examples
  - greetings 44
  - reports 136
- existing
  - methods 28
- exiting
  - Amanda Portal Station 8
  - expiration dates 86
    - messages 86
- Extended Mailbox Properties 11
  - extended mailbox properties 33
- Extension
  - report field 145
- extension messages 46
- Extension Privilege 112
  - report field 147
- F**
- file names
  - reports 142
- files
  - .WAV 50, 84, 96
- folder descriptions
  - MMOs 56
- Folder New
  - report field 148
- Folder Urgent
  - report field 148
- folders
  - column descriptions 73
  - managing 71
  - message storing 71
- Forwarded By column 74
- forwarding
  - messages 87
- From column 73
- future delivery
  - messages 85
- FW 88
- G**
- General Information 9, 37
- Grammar Privilege 112
  - report field 147
- Greeting Delay
  - report field 145
- Greeting Privilege 112
  - report field 147
- Greetings 9
  - greetings
    - after-hours 44
    - away-from-the-office 45
    - cached 50
    - creating 48
    - creating custom busy 51
    - current 54
    - custom busy 55
    - editing 53
    - examples 44
    - importing 50
    - listening to 48, 54
    - managing 46
    - offsite 45
    - playing and recording 48
    - privileges 112
    - recording custom busy 45
    - reviewing 54
    - time limits 58
    - vacation 45
- groups
  - notification 104
- guard methods 99
- guests
  - mailboxes for 59
- Guests Left
  - report field 145
- guide
  - overview 8
- H**
- holding
  - busy extension 24

- I**
- icons
  - messages 73
- Identify Called Party
  - report field 145
- immediate
  - descendants 59
- Immediate Descendants 10
- importing
  - greetings 50
  - message components 84
- Initial Time
  - report field 150
- installation
  - support v
- international sales iv
- international support iv
- L**
- Language
  - report field 145
- languages
  - user 38
- Last Called Time
  - report field 150
- Length column 74
- lights
  - message 97
- list descriptions
  - MMOs 56
- listening
  - greetings 48, 54
  - messages 96
- lists
  - creating 66
  - deleting 69
  - editing 68
  - mailing 65
  - managing 65
  - member 65
- loading
  - report templates 141
- Locked 117
- locking
  - overview 116
- locks
  - understanding 116
- logging off 7
- logging on 7
  - prevented 132
- Logon locked 132
- Logon State 109
- Logon Value 109
- M**
- Mailbox
  - report field 143
- Mailbox Locked
  - report field 145
- mailboxes
  - creating 60
  - deleting 62
  - extended properties 33
  - guest 59
  - managing 59
  - messages from other users 133
  - moving 62
  - non-guest 59
  - ports 153
  - privilege to create 111
  - statistics 127
  - totals 127
- mailing list descriptions
  - MMOs 56
- mailing lists 65
  - creating 66
  - deleting 69
  - editing 68
- main window 6
- managing
  - folders 71
  - greetings 46
  - lists 65
  - mailboxes 59
  - reports 136
- Max Greeting Length
  - report field 145
- Max Guests
  - report field 145
- Max Message Length
  - report field 148
- Max Messages At Once
  - report field 148
- maximum lengths
  - greetings 58
  - messages 94
- Media Player 95
- member list descriptions
  - MMOs 56
- Member Lists 10
- member lists 65
  - creating 66
  - deleting 69
  - editing 68
- menu
  - post-record 24, 144
- Menu 0-9 Method
  - report field 149
- Menu methods 28
- menu options
  - creating 28
- menus 28
- message components
  - cached MMOs 84
  - importing 84
  - recording 84



- Message Copy To Privilege
  - report field 147
- Message Folders 10
- message lights 97
  - notification 102
- Message Relocation Privilege 112
  - report field 147
- messaged
  - marked for deletion 72
- messages 86
  - allowing 94
  - composing 80
  - creating name and extension 52
  - dates and times 133
  - deleting 78
  - folders for 71
  - forwarding 87
  - future delivery 85
  - icons 73
  - left by other users 133
  - listening to 96
  - marking for deletion 79
  - maximum lengths 94
  - moving 93
  - name and extension 46
  - new 72
  - non-deleted 72
  - notification 75
  - order 133
  - play new first 133
  - private 87
  - privileges 112
  - properties 91
  - read-receipt 87
  - recording 24, 144
  - replying 90
  - reviewing 24, 144
  - rewind time 134
  - sending 80
  - skip forward time 134
  - time limits 94
  - undeleting 80
  - urgent 72, 86
- Messages To Be Purged
  - report field 149
- method
  - call processing 27
- Method Database Privilege 112
  - report field 147
- Method Edit Privilege 112
  - report field 148
- Method Information 11
- methods 30
  - adding existing 28
  - busy 27
  - call completed 27
  - caller 27
  - deleting 32
  - done 27
  - guard 99
  - logon 27
  - notification 99
  - privileges 112
  - renaming 31
  - RNA 27
  - unanswered call 27
  - user 27
- MMOs 50
  - message components 84
  - non-greeting 56
- Modified Call Screening
  - report field 145
- Monitor Privilege 112
  - report field 148
- monitoring
  - Amanda 151
  - port information 153
  - ports 152
  - privileges 112
  - users 154
- moving
  - mailboxes 62
  - messages 93
- multimedia objects 50
  - messages 84
- N**
- Name
  - report field 145
- name and extension messages 46
  - creating 52
  - editing 53
- names
  - adding 122
  - editing greeting names 48
  - user 38
- new
  - messages 72
- non-deleted
  - messages 72
- non-greetings
  - managing 56
- non-guests 59
- normal
  - notification 102
- Notification 10
- notification
  - changing pager telephone number 104
  - changing Variable field 104
  - creating notification record templates 99

- creating notification records 99
- emergency lists 104
- groups 104
- message lights 102
- messages 75
- methods 99
- normal 102
- pickup 102
- privileges 113
- records needed 99
- templates 98
- urgent 102
- notification records
  - deleting 103
- notifications
  - received messages 87
- Notify Record Privilege 113
  - report field 148
- Notify Template Privilege 113
  - report field 148
- Number of mailboxes 157
- O**
- offsite greetings 45
- options 37
  - user 131
- overview
  - guide 8
  - locking 116
  - phonics 119
- P**
- paggers 97
- Parent
  - report field 145
- parents 5
- passwords
  - changing 125
- Phonics 12
- phonics
  - overview 119
- pickup
  - notification 102
- Play “Begin recording at the tone” prompt 24
- Play “Please hold” prompt 24
- Play connect tone
  - user options 132
- Play date and time
  - user options 133
- Play Date/Time
  - report field 146
- Play From
  - report field 146
- Play from
  - user options 133
- Play New First
  - report field 146
- Play new messages first
  - user options 133
- Play Post-record menu 24
- Play skip
  - user options 134
- Play Skip Seconds
  - report field 146
- playing
  - greetings 48
  - messages 96
- Please Hold
  - report field 146
- port information
  - monitoring 153
- ports
  - active number 153
  - calls 153
  - mailboxes 153
  - message lights 97
  - monitoring 152
  - resetting 153
  - resetting privileges 113
  - status 153
  - times last used 153
  - tracing activity 156
  - types 153
- post-record menu 24, 144
- private
  - messages 87
- Privileges 11
- privileges
  - adding 113
  - announcements 110
  - assigning 108
  - call screening 111
  - changing values 115
  - disabling 115
  - disconnecting users 111
  - Do Not Disturb 111
  - enabling 115
  - greeting 112
  - messages 112
  - methods 112
  - monitoring 112
  - notification 113
  - resetting ports 113
  - reviewing 108
  - routing 113
- pronunciations
  - adding 122
  - changing 120
  - deleting 122
- properties
  - creating 34
  - deleting 36
  - editing 35
  - mailbox 33
  - messages 91

- public directory
  - adding users 39
- Purge Deleted Messages
  - report field 149
- Purge Messages
  - report field 149
- R**
- RE
  - 90
- read-receipt
  - messages 87
- received
  - messages 87
- recording
  - custom busy greetings 45
  - greetings 48
  - message components 84
  - messages 24, 144
- recording prompts 24
- renaming
  - methods 31
- replying
  - messages 90
- report templates
  - creating 137
  - loading 141
  - reusing 141
- reports
  - creating 137
  - creating from templates 141
  - customized 135
  - example 136
  - file names 142
  - managing 136
  - saving 142
- Reset Port Privilege 113
  - report field 148
- Reset Statistics Privilege 113
  - report field 148
- resetting
  - ports 153
  - privileges 113
- reusing
  - report templates 141
- reviewing
  - greetings 54
  - messages 24, 144
  - privileges 108
  - statistics for mailboxes 127
  - user options 131
- Ring No Answer after x rings 24
- RNA Method 27
  - report field 149
- RNA Rings
  - report field 146
- Route Privilege 113
  - report field 148
- routing
  - privileges 113
- S**
- sales
  - dealers iv
  - distribution iv
  - international iv
- samples
  - greetings 44
- saving
  - reports 142
- schedules
  - creating 14
  - deleting 20
  - editing 18
- scheduling
  - creating 20
  - defining 20
  - description 13
  - disabling 20
  - execution days 17
  - testing records 20
- screening
  - privileges 111
- Security Code 9
- security codes
  - changing 125
- sending
  - messages 80
- Server Location
  - report field 146
- Server State 109
- Server Value 109
- service iv
- setting
  - current greetings 54
  - user options 131
- setting general information options 37
- Shutdown Privilege 113
  - report field 148
- Sound Recorder 95, 96
- Statistics 10
- statistics
  - reviewing 127
- status
  - ports 153
- Subject column 74
- supervisors 5
- support iv
  - end user iv
  - installation v
  - international iv
  - system administration v
- system administration
  - support v
- System usage information 157

- T**
- tcl
  - asynchronous information 159
  - command results 159
  - commands 159
  - testing commands 159
- Tcl Command 12
- templates
  - notification 99
  - notification records 98
- testing
  - scheduling records 20
  - tcl 159
- The Amanda Company
  - customer support iv
- time
  - rewinding 134
  - skipping forward 134
- time limits
  - greetings 58
  - messages 94
- times
  - message 133
  - ports last used 153
- To column 73
- today 133
- Total Current Messages
  - report field 149
- Total Received Messages
  - report field 149
- totals
  - mailboxes 127
- trace files
  - creating 157
- tracing
  - creating trace files 157
  - port activity 156
- trademarks ii
- Transfer Method
  - report field 149
- types
  - ports 153
- typical users 5
- U**
- undeleting
  - messages 80
- unLocked 117
- unlocking
  - overview 116
- Unread Messages
  - report field 149
- urgent
  - messages 72, 86
  - notification 102
- Urgent Messages
  - report field 149
- Urgent Read Messages
  - report field 149
- Use Connect Tone
  - report field 146
- User Lock 117
- User Method 27
  - report field 149
- user options
  - setting 131
- User State 110
- User unLock 117
- User Value 110
- users
  - disconnecting 155
  - disconnecting privileges 111
  - languages 38
  - messages for other users 133
  - monitoring 154
  - names 38
  - typical 5
- uses
  - fraudulent iii
- V**
- vacation greetings 45
- values
  - changing privilege values 115
- Variable field 104
  - changing 104
- Version number 157
- viewing
  - basic options 131
  - caller options 23
- W**
- warranty ii
- Wave 49
- wave files 50, 84, 96
- web site iv
- windows
  - main 6
- Y**
- yesterday 133