Using AmAnda@Work.Group/ Windows Telephone Features

Version 3.xx

User's Guide: 7/01 Edition

Amanda®

Copyright and Trademark Notices

Limited Warranty on Software

Fraudulent Usage Advisory

Conventions

This manual uses the following terminology and conventions:

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

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

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

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

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

Contents

Using Amanda

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

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

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

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

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

Depending on decisions made by your Amanda system administrator, you may not have access to all the features described here. Check with your system administrator if some of the features appear to be different or missing.

TIP: For best results, answer your telephone at the beginning of a ring.

Logging into Amanda

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

Dial: _____ (Amanda's number) + ⁎ + mailbox + # + security code + #

OR

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

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

Dial: _____ (Amanda's number) + # + ⁎ +

mailbox + # + security code + #

OR

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

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

To log into Amanda from outside of the office:

Dial: _____ (the office number) + ⁎ + mailbox + # + security code + #

To dial another user without having to hang-up:

• Dial 9 9 9 0 .

(This is enough 9 s to exit the menus and a 0 to hear caller in-structions.)

To hang-up from within the menu system:

- Dial ⑨⑨⑨#.

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

If you dial ⑨⑨⑨# before hanging up, Amanda doesn't need to wait, and the port becomes available faster.

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

Setting Up Amanda

As a new Amanda user, you should create a name and extension recording, one or more greetings, a busy message. These preparations allow your callers to know that they have reached you and feel comfortable about your whereabouts. You should also change your security code to ensure that only you and other authorized personnel can access your messages.

Recording Greetings

As a user of Amanda@Work.Group/Windows, you should record the following:

- **A name and extension recording**

   + ③ + ⑥ + record your name and extension + #
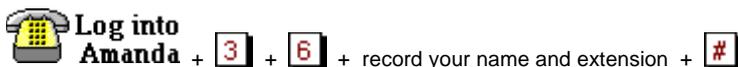
  Example: "Chris Wang. Extension 247."

  Amanda plays this when callers use the employee directory (usually 411) to find your extension number. It is also used to identify you. For

example, if a message is sent to you with verification, the sender hears this recording as part of the verification message.

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

"mailbox 2-4-7."

- **At least one greeting**

  📞 Log into
     Amanda + 2 + the greeting's number (1-7) + 2 +

  record greeting + #

  When Amanda rings your extension and you do not answer, she plays a greeting. You can have up to seven of these greetings. For example, you can have a daytime greeting, an after-hours greeting, and a vacation or on-the-road greeting. Until you record a greeting, Amanda plays the system greeting, "Please leave a message for," followed by your name and extension recording. (If you have not recorded the name and extension recording, Amanda plays your mailbox number.)

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

  These greetings can be manually selected by you or they can be scheduled by an administrator.

- **A busy message** (which callers hear when your line is busy)

  📞 Log into
     Amanda + 3 + 5 + record your busy message + #

  Amanda plays either a system-wide busy message or your personal busy message whenever your extension is busy.

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."

After any recording (this is called the post-record menu):

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

Sample Greetings

This section contains sample greetings for a variety of occasions. It is important that each greeting be as informative as possible. See "Recording Greetings" on page 3 for a standard example of each type of recording: the Name and Extension recording, the Ring No Answer greeting, and Custom Busy greeting.

After-hours Greeting

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

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

Away-from-the-office Greetings

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

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

Your Amanda administrator can copy your messages to both you and a coworker while you are on vacation or only to that coworker. (The administrator can stop the message copying 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 5th. My associate, Matthew Lee, is handling all my business calls. Call Matthew at Extension 557 or leave him a detailed message at the tone."

Managing Recorded Greetings

Use the greetings menu to listen to the current greeting, use a different greeting or rerecord a greeting. (See "Recording Greetings" on page 3 for information about recording greetings.)

To listen to the current greeting:

Log into Amanda + [2] + [*]

To change which greeting is heard:

the greeting's number (1-7) +

Log into Amanda + [2] +

(Optional) [1] (to listen to the greeting)

[#] (for the system greeting) +
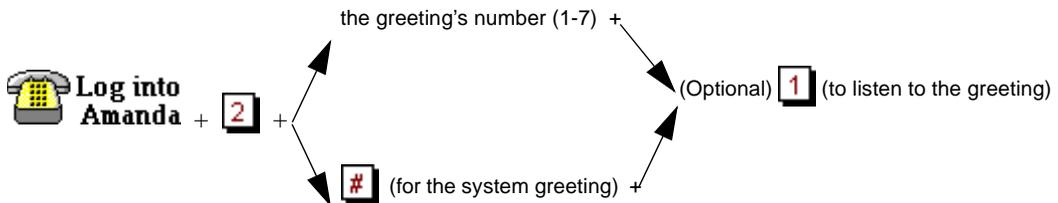
Changing Your Security Code

Your initial security code is usually your mailbox number or 997. It is a good idea to change it immediately and often.

To change your security code:

📞 Log into
Amanda + 3 + 3 + new code + # + new code (to confirm)

Controlling Calls

This section explains how you can screen calls, turn do not disturb on and off, and control what your callers hear when your line is busy or when you cannot answer your telephone.

Screening Calls

By screening calls, you can accept or reject specific calls based on who is calling. Normally, Amanda asks for and records the caller's name and company. You can press * to have Amanda repeat the name and company recording.

You press 1 to accept or 2 to reject the caller.

If you share an extension or answer calls for more than one mailbox, you may want to screen calls based on what mailbox is being called. Ask your administrator for more information.

To turn call screening on or off:

📞 Log into
Amanda + 3 + 2

When You Are Unavailable

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

To turn Do Not Disturb on or off:

📞 Log into Amanda + [3] + [1]
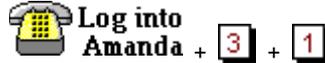
Reviewing Options

You can review the current settings for options such as Do Not Disturb and call screening.

To review option settings:

📞 Log into Amanda + [3] + [*]
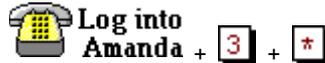
Scheduling Changes

Amanda can be configured to automatically change your extension, do-not-disturb setting, call screening setting, and your greeting at particular dates and times. See your administrator for details.

Managing Messages

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

Listening to Messages

You will use Amanda primarily to listen to and send messages.

Usually, Amanda plays messages in the order that they were received (oldest to newest). She makes an exception for urgent messages, playing them in newest to oldest order and prior to any other messages.

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

Your Amanda system may have been configured differently. For example, it may play new messages first or purge old messages after a number of days. Check with your administrator.

To play messages you have received:

Log into Amanda + **1** + Listen to message
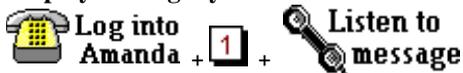
Options:			**More options:**
Next message **1**	Replay message **2**	Delete message **3**	Restore the message you just deleted **7** + **3**
Previous message **4**	Forward message **5**	Reply to message **6**	Play date/time of current message **7** + **4**
Pause 30 sec./Resume **7**	Increase volume **8**	Previous menu **9**	Next new message (or next message) **7** + **5**
Rewind a bit *****	Decrease volume **0**	Fast forward a bit **#**	Continuous delete **7** + **6**
		Continuous play **7** + **8**	Mark current message as new/unheard **7** + **9**

Replying to Messages

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

To reply to the message that you just listened to:

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

3
Send without
verification

5
Send with
verification
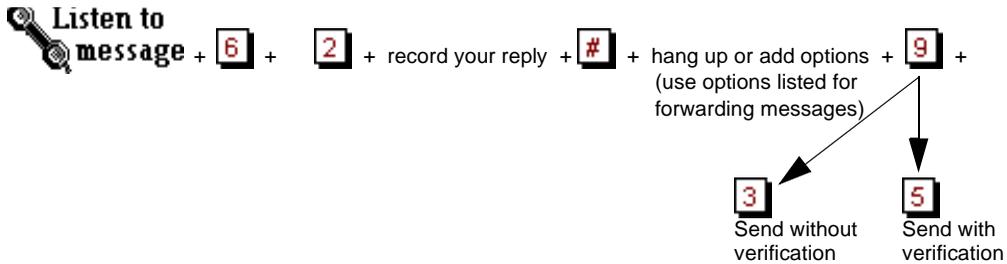
(With verification, you are
notified when the recipient
hears the message.)

Forwarding Messages

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

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

The next few pages show diagrams about how forwarding messages works.

To forward the message you just listened to:

Select mailbox or list of mailboxes

Add Prefix (Recommended)

mailbox number + # +

Listen to message + 5 +

record prefix + # +

hang up or add options + (see options below)

* + list number + # +
A personal list is:

1

through

3 0 (but not 9).·

A system list is:

* 1

through

* 3 0

(but not *9).·

8

to send with verification

9

to send with-out verification

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

Note: If your Amanda system does not have the fast_send_msg configuration option set to true, forwarding and sending messages requires more steps. You must press:

1 before you input a mailbox number

4 before you input a list number (instead of the *)

2 before you record a prefix

9 to save that prefix followed by 3 to send without verification and 5 to send with verification

Options	**Dial**
Make the message urgent.	5
Make the message private.	6 (Private messages cannot be forwarded.)
Specify a delivery date and time	7 + any combination of the following:

NOTE: Any item (day, mon., yr., hr., or min.) not specified takes its value from the current date and time.

    If you use 13 through 23 for hours after noon, you are not asked whether you meant A.M. or P.M.

4 + the month + # +
3 + the day of the month + # +
5 + the year (use 2 or 4 digits) + # +
1 + the hour + # +   1 (for A.M.) +   2 (for P.M.) +
2 + the minutes + # +
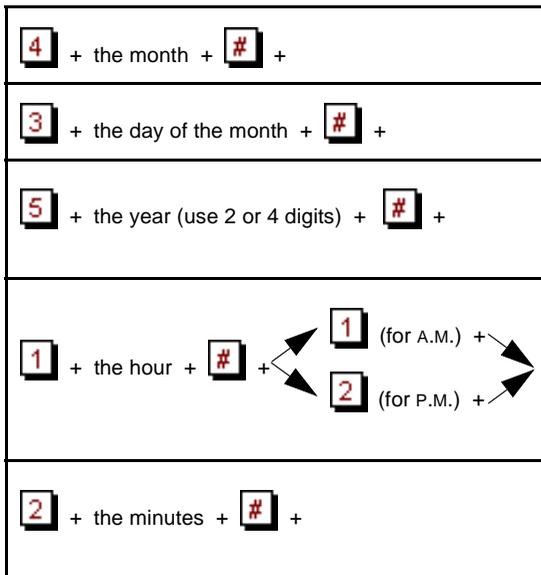
For example, if you create a message Friday afternoon that no one should listen to until Monday morning (June 2nd), set June 2nd at 9:00 A.M. as the delivery date and time:

7 +

4 + **6** (the month) + **#** +

3 + **2** (the day of the month) + **#** +

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

2 + **0** (the minutes) + **#** + **9** (to finish)

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

> **NOTES:** After forwarding a message you have received or sending a message you have created to one mailbox or list, you can repeat the procedure for another mailbox or list. A configuration option (set by your Amanda administrator) allows messages to be sent to more than one mailbox or list.
>
> If your administrator chose an alternate TUI (telephone user interface for your company, you are automatically asked for a preface as you forward a message and do not have to press **2** as shown for the prefix in the diagram above.
>
> When addressing a message as a user, your can press **4** **1** **1** (or whatever the extension is for your employee directory) to find another user's extension.
>
> Depending on the options set on your system, you might be prompted: "To select this extension, press *. Otherwise, press # to continue." When there are no more matching directory entries, the prompt is: "To search the directory again, press *. Otherwise, press #."

If your administrator has set the fast_forward configuration option to True, you can forward messages using a minimum number of keystrokes and a predetermined set of steps. Amanda asks you for the destination mailbox number, confirms your choice by playing that mailbox owner's name and extension recording, and asks for a prefix. Then you hear the post-record menu and your message is sent as you save it. This variation is shown below.

To forward a message when fast_forward is set to true:

Listen to message + **5** + mailbox number + **#** + record prefix + **#** + **9**

(to save and to send without verification)

Deleting Messages

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

To delete the message that you just listened to:

Listen to message + **3**

Be careful because pressing additional **3**'s deletes additional messages.

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

To restore the most recently deleted message:

7 + **3**

repeat to restore
additional messages

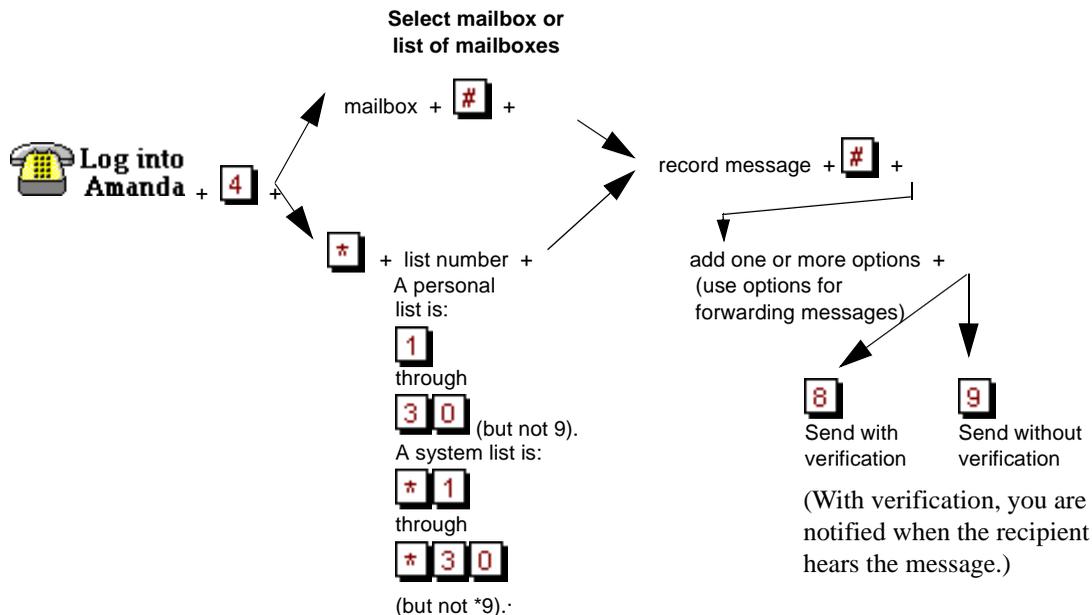This works after deleting the message, but not if you have hung up or changed menus.

To delete all messages:

7 + **6**

Sending Messages

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

See "Managing Personal Mailing Lists" on page 18 for more information about lists.)

Select mailbox or list of mailboxes

mailbox + `#` +

Log into Amanda + `4` +

`*` + list number +
A personal list is:
`1`
through
`3` `0` (but not 9).
A system list is:
`*` `1`
through
`*` `3` `0`
(but not *9).·

record message + `#` +

add one or more options +
(use options for forwarding messages)

`8`
Send with verification

`9`
Send without verification

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

If your Amanda system does not use the "fast" method to forward and send messages, you must press:

`1` before you input a mailbox number

`4` before you input a list number (instead of the `*`)

`2` before you record a prefix

`9` to save that prefix followed by `3` to send without verification and `5` to send with verification

NOTE: When addressing a message as a user, your can press

[4] [1] [1] (or whatever the extension is for your employee directory) to find another user's extension.

Depending on the options set on your system, you might be prompted: "To select this extension, press *. Otherwise, press # to continue." When there are no more matching directory entries, the prompt is: "To search the directory again, press *. Otherwise, press #."

Being Notified about Messages

Amanda can be configured to notify you when you have a message. She can call your pager to display the total number of messages and the number of new messages. She can use relay paging to display or forward a telephone number entered by your caller (if he pressed # while listening to your greeting). She can even call you at home or on your cellular telephone. She can notify you about all messages and/or about messages marked urgent. All notification methods can be scheduled by time and day of the week. See your administrator for details.

Changing a Pager Number by Telephone

You can change the telephone number for a pager over the telephone.

To change the pager number:

📞 Log into Amanda + [3] + [7] + notification record's number (1–10) +

new pager number + [#]

To exit without changing a notification record, press [#] instead of a record number or pager number.

NOTE: To be changed, the notification record *must* be active and currently contain a number in its Variable field. That field might be a home telephone number or some other number rather than a pager number.

Leaving a Message for Someone Else

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

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

To allow a caller to leave a message for someone:

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

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

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

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

3. Enter the mailbox to receive the message.

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

Managing Personal Mailing Lists

Amanda allows you to have 29 personal mailing lists, which you create and manage using the lists menu. You use these lists to send and forward messages.

To create a mailing list:

📞 Log into Amanda + [5] + the list's number (1-8, 10-30) + [2] + mailbox + [#] +

(repeat for each mailbox)

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

To modify an existing mailing list:

Do any (or all) of these:

(to review the list)

1

(to add users to the list)

2 + mailbox + # +

(repeat for each mailbox)

(to delete users from the list)

3 + mailbox + # +

(repeat for each mailbox)

(to rename the list)

4 + rerecord list name + #
or description

Log into
Amanda + 5 + the list's number (1-8, 10-30) +

Managing Messages Sent by Fax

A message can be faxed to your mailbox. Amanda lets you know that the message is a fax. You can retrieve it by:

- Calling from a fax machine
- Providing the telephone number for a fax machine

To get a particular fax message when calling from a fax machine:

Log into
Amanda + 1 + locate the fax message + 7 + 1 +

press the Start button on your fax machine

To get all fax messages when calling from a fax machine:

📞 Log into Amanda + `1` + `7` + `0` +

press the Start button on your fax machine

When not calling from a fax machine:

📞 Log into Amanda + `1` + locate the fax message + `7` + `2` +

fax machine's telephone number + `#`

Managing Guest Mailboxes

If your Amanda system administrator has configured the system to allow guests, you can give a guest mailbox to another person. In this way, someone working for you temporarily can receive messages. He can check for those messages using any extension that has access to Amanda.

The guest mailbox's privileges are those defined by the guest mailbox template (usually mailbox 996). Check with your Amanda system administrator to determine the security code.

To create a guest mailbox:

📞 Log into Amanda + `6` + `1` + write down the guest mailbox

The security code is usually the same number as the guest mailbox. Check with your administrator to be sure.

To access a guest mailbox:

Dial: _____ (Amanda's number) + `9` `9` `8` `#` (or `#` `9` `9` `8` `#`) +

host's mailbox + `#` + `*` + guest mailbox + guest's security code

Now the guest can use Amanda's services.

To leave a message for a guest:

Dial: _____ (Amanda's number) + [9][9][8][#] (or [#][9][9][8][#]) +

host's mailbox + [#] + guest mailbox + hear guest's greeting + leave message

To delete a guest mailbox:

Log into Amanda + [6] + [2] + the guest mailbox to be deleted

To review your guest mailboxes:

Log into Amanda + [6] + [3]

Amanda plays the name and extension recordings for your guest mailboxes.

Setting Up a Security Phrase

Depending on the voice mail options selected by your company, you may use voice security phrase as an alternative to a security code entered from a telephone keypad. As Amanda learns the phrase, you will be asked to repeat it at least twice. Wait for the tone each time.

To set up a security phrase:

Log into Amanda + [3] + [8] + state and restate the phrase as often as asked

Index

AmandA®

**Enabling Network Telephony
for the Communicating PC**

Amanda@Work.Group/Windows

Quick Reference 📞 Log into Amanda

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

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

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

Use the Main Menu

[1] Listen to messages   **[5] Manage lists**

[2] Manage greetings   **[6] Manage guests**

[3] Manage options   **[0] Exit user mode**

[4] Send new message   **[#] Hang up**

---

[5] Manage Lists

[1] to [7] Select a list

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

---

[1] Listen to Messages

[1] Play next message   **[5] Forward message**

[2] Replay message   **[6] Reply to message**

[3] Delete message   **[7] Special functions**

[4] Play prev. message   **[9] Return to prev. menu**

---

[7] Use Special Functions

[1] Get fax immediately   **[5] Skip to new message**

[2] Send fax to fax mach.   **[6] Continuous delete**

[3] Undelete message   **[8] Continuous play**

[4] Play message date/time

Listening Hints and Tips

While listening to your messages:

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

**Skip ahead (fast forward)**

* **Rewind**

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

9 9 9 # **Hang up from within Amanda's menus**

9 9 9 0 **Dial another user**

---

2 Manage Greetings

1 **to** **7** **Select a greeting**

**Select system greeting**

* **Review the current greeting**

9 **Return to previous menu**

---

4 Send New Message

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

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

---

4 Send New Message (cont.)

1 **Review**		**5** **Make urgent**	
2 **Re-record**		**6** **Make private**	
3 **Append**		**7** **Set delivery time**	
4 **Cancel**		**9** **Save**	

3 **Send message** **9** **Return to prev. menu**

5 **Send with verification**

---

3 Manage Options

1 **Do Not Disturb** **5** **Record busy message**

2 **Call screening** **6** **Record name & ext.**

3 **Security code** **8** **Set security phrase**

4 **Select busy message** ***** **Review options**

9 **Return to prev. menu**

Notes: