

Amanda Portal Telephone Features Quick Reference

Logging Into Amanda

When in the office, call Amanda at extension _____. If away from the office dial telephone number _____.

Wait for Amanda to answer and you'll either hear "enter your security code" or the main company greeting. If Amanda answers with "enter your security code, simply enter your mailbox security code to login to your mailbox.

If Amanda answers with the main company greeting, press * to enter user mode and you'll be prompted to "enter your mailbox number, finish by pressing #". Enter your mailbox number + #, and then you'll be prompted to "enter your security code, followed by #", enter your mailbox security code + # to login to your mailbox.

Tip: By default your mailbox security code is 997. If not, contact your system administrator.

New User Tutorial

The first time you log into your mailbox, you'll be asked if you would like to:

Press 1 To Setup Your Mailbox
Press 2 Skip Setup

Press 1 to run through the tutorial and Amanda will help you change your security code, record your name and extension, and record greeting 1.

Once you run through the tutorial once completely, Amanda will save your settings and will not ask you to run the tutorial again.

Tip: Using the tutorial is the quickest and easiest way to setup your new mailbox.

Using the Main Menu

- 1 Play Your Messages
- 2 Change Your Greeting
- 3 Change Your Options
- 4 Send a New Message
- 5 Manage Your Lists
- 7 For Special Functions
- 0 To Exit User Mode
- # To Hangup

7 To Access Your Email
9 Return to Previous Menu

Tip: By default the main menu will play twice and if you don't take any action, Amanda will hangup.

1 Listening to Messages

- 1 Play the Next Message
- 2 Replay Current Message
- 3 Delete Current Message
- 4 Play Previous Message
- 5 Forward the Current Message
- 6 Reply to Message
- 7 Special Functions
- 9 Return to Previous Menu

- 0 Get All Faxes Immediately
- 1 Get Fax Immediately
- 2 Send Fax to Fax Machine
- 3 Undelete Message
- 4 Play Message Date/Time
- 5 Skip to New Message
- 6 Continuous Delete
- 8 Continuous Play
- 90, 91, 92 Sort Messages by Date, by From, by Urgent

2 Managing Greetings

Enter the number of the greeting you wish to select (1 - 7)

- # To Select System Greeting
- * Review Current Greeting
- 9 Return to Previous Menu

- 1 Review Selected Greeting
- 2 Record Over Selected Greeting
- 9 Return to Previous Menu

2 Record Greeting, begin recording at the tone. Finish by pressing the # sign

- 1 to Review
- 2 to Re-record
- 3 to Append
- 4 to Cancel
- 9 to Save

3 Options Menu

- 1 To Change Your Do Not Disturb
- 2 To Change Your Call Screening
- 3 Change Your Security Code
- 4 To Select Your Busy Message
- 5 To Record Busy Message
- 6 To Record Your Name & Extension
- 7 To Change Extension
- 8 Change Notify Record Phone Number
- * Review Your Current Option Settings
- 9 Return to the Previous Menu

Tip: When using menu 8, you must first know the number of the notification record to change. Ask your system administrator.

4 Send New Message

To select a destination press 1 for mailboxes or 4 for lists, or 9 to return to the previous menu.

Note: If fast send is enabled, the send message feature will be slightly different. Listen to and follow prompts as directed.

Mailboxes / List Menu

Enter the mailbox or list number, finish by pressing the # sign.

- 2 to Record your Message
- 9 Return to Previous Menu

4 Send New Message

- 1 Review
- 2 Re-Record
- 3 Append
- 4 Cancel
- 5 Make Urgent
- 6 Make Private
- 7 Set Delivery Time
- 9 Save

- 3 to Send
- 5 Send with Verification
- 9 Previous Menu

5 Manage Lists

Enter the destination list number (1-30)

- 1 Review Current List
- 2 Add a Mailbox
- 3 Delete a Mailbox
- 4 Record List Comment
- 9 Previous Menu

Listening Hints and Tips

- 8 Increase Volume
- 0 Decrease Volume
- * Rewind
- # Fast Forward
- 999# Hangup from within Amanda's Menus
- 9990 Exit user mode and go back to the instructions menu 991

General Usage Tips

- Tip: Press the # twice to bypass a mailbox greeting.
- Tip: Press the # sign once to cancel the login process.
- Tip: Press 411 for the company directory
- Tip: Press 998 # + Mailbox + # to leave a quick message for another user.