

# **Installing and Administering Amanda SOHO Flash**

**Version 4.05**

**Administrator's Guide: 4/19/2006 Edition.**

# Table of Contents

<i>Copyright, Trademark, and Other Notices</i> .....	4
<i>Limited Warranty on Software</i> .....	4
<i>Fraudulent Usage Advisory</i> .....	5
<i>Conventions</i> .....	5
<b>CHAPTER 1: INTRODUCING AMANDA</b> .....	<b>6</b>
<i>Using this Guide</i> .....	6
<i>Using Amanda</i> .....	6
<i>Getting Service and Support</i> .....	7
<i>End User Support</i> .....	7
<i>System Administration Support</i> .....	7
<i>Installation Support</i> .....	7
<b>CHAPTER 2: INSTALLING AMANDA</b> .....	<b>8</b>
<i>Installation Checklist</i> .....	8
<i>Connecting Ports</i> .....	9
<i>Programming Telephones</i> .....	9
<i>Logging into Amanda</i> .....	9
<i>Selecting the Telephone Switching System</i> .....	10
<i>Telephone Switching Systems</i> .....	11
<i>Setting the Date and Time</i> .....	12
<i>Designating the Operator's Extension</i> .....	12
<i>Designating the Fax Machine's Extension</i> .....	12
<b>ACCESSING AMANDA REMOTELY</b> .....	<b>14</b>
<i>Connecting via NULL Modem</i> .....	14
<i>Connecting via Modem</i> .....	14
<i>Shutting down the system</i> .....	15
<i>Transferring Files</i> .....	16
<i>Editing Files (using iedit.bat)</i> .....	17
<i>SOHO Flash C:\Amanda\Pbx.db\1001.pbx Definition Table</i> .....	19
<i>Entering Integration Strings</i> .....	22
<i>Capturing Integration Strings</i> .....	22
<i>Changing the Date and Time Remotely</i> .....	24
<b>CHAPTER 3: ADMINISTERING AMANDA</b> .....	<b>25</b>
<i>Understanding Amanda</i> .....	25
<i>Default Mailboxes</i> .....	25
<i>Personal Mailboxes</i> .....	26
<i>Informational Mailboxes</i> .....	27
<i>Processing Calls and Mailboxes</i> .....	27
<i>Call Processing Diagram</i> .....	29
<i>Administering Amanda</i> .....	30
<i>Managing Mailboxes</i> .....	30
<i>Creating a Personal Mailbox</i> .....	30

<i>Creating a Personal Mailbox for Someone Without a Telephone</i> .....	31
<i>Creating an Informational Mailbox</i> .....	31
<i>Deleting a Mailbox</i> .....	32
<i>Changing a Mailbox's Security Code</i> .....	32
<i>Changing a Mailbox's Extension</i> .....	32
<i>Recording Company Greetings</i> .....	33
<i>Recording Caller Instructions</i> .....	34
<i>Recording Employee Directory Instructions</i> .....	35
<i>Scheduling Greetings</i> .....	37
<i>Creating Menus</i> .....	38
<i>Managing System Announcements</i> .....	40
<i>Managing Mailing Lists and Holiday Lists</i> .....	41
<i>System-wide Mailing Lists</i> .....	41
<i>The Holiday List</i> .....	42
<i>Rebooting Amanda</i> .....	43
<i>Resetting the Ports</i> .....	43
<i>Resetting the Date and Time</i> .....	43
<i>Reviewing System Information</i> .....	44
<i>Checking the Software Version Number</i> .....	44
<i>Changing the Telephone Switching System</i> .....	44
<i>Changing the Operator's Extension</i> .....	44
<i>Changing the Fax Machine's Extension</i> .....	45
<i>Changing the Number of Rings for All Mailboxes</i> .....	45
<i>Appendix A: Setup Sheets</i> .....	46
<i>Appendix B: Troubleshooting</i> .....	52

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## Conventions

This manual uses the following terminology and conventions:

**Amanda** The name by which this manual refers to the Amanda sys-tem 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 in-formation, leaves a message for someone, and/or provides information. Because Amanda is referred to as “she,” callers and users are referred to as “he.”

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



Indicates that you must log into Amanda and identify yourself.



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

+

Signifies that you should dial the DTMF digit following the + symbol.

# Chapter 1: Introducing Amanda

---

## Using this Guide

This guide is to be used by both the person who installs Amanda SOHO Flash and the person who administers the system after it has been installed.

If you are the installer, you are primarily interested in “Chapter 2: Installing Amanda” but an awareness of the contents of “Chapter 3: Administering Amanda” allows you to help your clients get started using the product.

If you are the administrator, “Chapter 3: Administering Amanda” describes how to use your telephone to keep Amanda in good running order.

## Using Amanda

Amanda is an automated attendant and voice messaging system designed especially for ease of use and flexibility. As a PC-based product, Amanda takes advantage of the technical innovations in the personal computer market.

Depending on what lines from your telephone switching system are connected to Amanda and when calls are sent to Amanda to be processed, Amanda can serve you or your customer in a variety of ways.

**Configured as a primary attendant:** Amanda answers all incoming calls on the lines you designate and allows the callers to direct their calls to a specific person or department without being placed on indefinite hold. If a specific person is unavailable, Amanda can take a private message for that person without missing any details.

In this case, the telephone switching system sends all incoming calls to Amanda.

**Configured as a secondary attendant:** Amanda assists your regular operator when call volume is heavy, allowing callers to direct their own calls or hold for the operator. Some companies provide specific incoming lines for Amanda as a backdoor attendant for calls from vendors, family members, friends, and special clients who prefer to have Amanda process their calls.

In this case, the telephone switching system sends incoming calls to Amanda only when the regular operator’s extension is busy or not answered.

**Configured as an off-duty attendant:** Amanda provides 24-hour access to your company and its employees when an operator is unavailable.

In this case, the telephone switching system sends all incoming calls to Amanda while the office is closed.

**Configured as a voice messaging center:** Amanda takes messages and allows users to

send, store, and forward messages, increasing productivity and enhancing inter-office communication.

In this case, the telephone switching system transfers any incoming call to Amanda if the extension being called is busy or not answering.

**Configured as an information system:** Amanda provides answers to your callers' most frequently asked questions (so you can avoid costly interruptions and provide a higher level of customer service 24 hours a day). Information such as your address, available hours, directions to your offices, and so forth, might be better handled by Amanda.

In this case, the telephone switching system or even an operator can send incoming calls to Amanda. Then automatically, or if selected, Amanda plays out the requested information.

## Getting Service and Support

The Amanda Company provides customer service and support Monday through Friday from 9:00 A.M. to 8:00 P.M. Eastern Time, except holidays.

**Technical Support:**

Phone (800) 800-9822 / Fax (800) 410-2745

**Email:**

supportrequest@taa.com (the subject line must say "AmandaTechSupport")

**Dealer Sales:**

Telephone: (800) 410-2745 x 1 / Fax (800) 410-2745

**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.

## System Administration Support

System administration support covers the configuration of Amanda, such as creating mailboxes and maintaining the system. Registered Amanda sites receive free system administration support for up to six months after the installation.

## 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. Qualified Amanda dealers and solution providers, who are in good standing, receive installation support.

# Chapter 2: Installing Amanda

---

## Installation Checklist

Installing Amanda takes only a few steps.

**To install Amanda:**

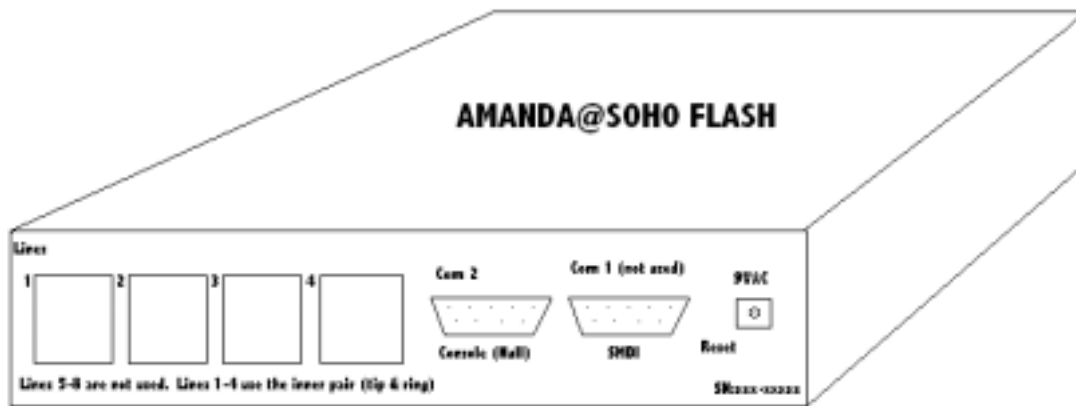
1. Create ports on Amanda by connecting a telephone line from the telephone switching system to Amanda.
2. Turn Amanda on and wait a couple of minutes for the system to boot all the way up (this shouldn't take more than 2 minutes).
3. Log into mailbox 999 from a station connected to Amanda.
4. Identify (via the telephone) the telephone switching system to which Amanda is connected by dialing **884** + the number for your PBX + **#** from the top of the menu.
5. After choosing your telephone system, dial **999** to return to the top of the menu.
6. Dial **851** to perform a warm system reboot.
7. Wait a couple of minutes for the system to reboot.
8. Place a call to each of the extensions assigned to a port. The port is connected properly if you hear Greeting 1 for mailbox 990, which, at the time of installation is: "Thank you for calling...."
9. Log into mailbox 999 again and set the system's date and time by dialing **883** from the top of the menu.
10. Dial **999** to go back to the top of the menu and designate one telephone's extension as the extension for the operator or receptionist by dialing **845**.
11. Return to the top of the menu designate the fax machine's extension by dialing **846**, but only if you'll be using the SOHO flash's fax tone detection to transfer calls to a fax machine via the auto attendant.

## Connecting Ports

You create an Amanda port by connecting a telephone line (a standard 2-wire line cord) from your telephone switching system to a standard RJ-11 modular jack on the back of Amanda. The jack represents one analog (single-line) extension. Amanda can support up to four ports

Arrange the ports in a hunt group. Calls should go to port 1 with the highest priority, then to ports 2, 3, and 4 in that order. Port 4 is the lowest priority. However, port 4 **must** be connected to the telephone switching system in order to perform notification. When Amanda notifies a user that a message has been left (for example, by paging that user or lighting the message light on the telephone), she uses port 4. Amanda can notify users **only** if port 4 is connected to the telephone switching system. Port 4 must also have outside line access (in the same way that other extensions have outside line access) to dial out to pagers, cell phones etc.

The following diagram of the SOHO flash hardware:



Important Note: The SOHO flash does not use Com 1 or support SMDI. Com 2 is used for null modem connections.

## Programming Telephones

Each user's telephone must be configured so that the call is forwarded to the hunt group when the telephone is busy or is not answered.

## Logging into Amanda

To perform the operations explained in this chapter, you must log into Amanda's mailbox 999. As an Amanda administrator, you will log into mailbox 999 and a number of other reserved and informational mailboxes to set up Amanda.

**TO LOGIN TO AMANDA:**

**Dial:** \_\_\_\_\_ (Amanda's number) + \* + mailbox (usually 999) + # + security code (initially the same number as the mailbox) + #

**NOTE:** If Amanda asks for a security code immediately (because the telephone switching system uses an auto-login feature), you can dial # to cancel the auto login like this:

**Dial:** \_\_\_\_\_ (Amanda's number) + # + \* + mailbox + # + security code + #

OR

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

**Dial:** \_\_\_\_\_ + security code + # + mailbox + # + security code + #

**To log into Amanda from outside of the office:**

**Dial:** \_\_\_\_\_ (the office number) + \* + mailbox + # + security code + #

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

## Selecting the Telephone Switching System

As the person installing Amanda, you must notify Amanda about the type of telephone switching system she will be using. Make sure you select the type of switching system before you create any mailboxes. Otherwise, all the mailboxes must be deleted and recreated.

**To select the telephone switching system:**

**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

At the top of the menu press 884 + enter the Amanda Co. number for your PBX + #

(Amanda repeats your selection as a confirmation.)

After selecting a telephone switching system, you can dial 999# to hang up or 999 to return to the administrator menu and select a new set of options, for example, to designate the operator's or the fax machine's extension.

**CAUTION:** After selecting a telephone switching system initially or changing from one switching system to another, the system must be rebooted. The best way to reboot the system is to dial 851 from the top of the menu or powering the system off, waiting 1 minute and powering the system back on. For more information see "Shutting Amanda Down".

## Telephone Switching Systems

<b>PBX</b>	<b>Number</b>
AT&T Partner Plus	110
AT&T Partner 2	111
AT&T Partner ACS	112
AT&T Merlin Legend/Magix	113
AT&T System 25	114
Comdial DSU/Unisyn 2-digit ext.	121
Comdial DSU/Unisyn 3-digit ext.	122
Inter-Tel GMX 12/24	140
Iwatsu Adix 8/24 (S/M Series)	150
Iwatsu Adix 16/48	151
NEC Electra, Level I (release 2.00+)	170
NEC Electra II (release 3.00+)	171
NEC/Nitsuko 124i/128i/384i/DS1000/2000	180
Panasonic KXT 1232 11D	190
Panasonic KXTD 1232	191
Panasonic DBS 824	192
Panasonic DBS Alternate 1	193
Panasonic 576	194
Panasonic KX-TDA	195
Samsung DCS 2.2/Compact	220
Sprint CTX/MTX	230
Siemens HiCom 150e Office Pro/Office Com	240
Siemens HiCom 150e Office Point	241
Toshiba DK-8	250
Toshiba DK-16	251
Toshiba DK-16e, DK-40	252
Vodavi Starplus DHS	260
WIN 36D	270
WIN 100D	271
WIN 48/440CT	272

<sup>1</sup> The difference between the normal DBS selection and the Panasonic DBS Alternate is that the alternate selection does not dial a DTMF 3 after the extension to use call waiting.

If your telephone switching system is not on this list (or if it is, but the dial codes needs some changes to fit your version or implementation of the switching system), you can access Amanda SOHO Flash via modem or null modem connection using HyperTerminal and our host/remote software. However, to do this, you should be very familiar with the telephone switching system you are using. For details, see “Accessing Amanda Remotely on page 13”.

## Setting the Date and Time

Amanda's system date and time must be set correctly so that message arrival times are accurate.

### To set Amanda's date and time:



Log into mailbox 999 (For login instructions, see "Logging into Amanda" on page 10.)

Once logged in press **8** + **8** + **3** + enter the date + **#** + enter the time + **#**

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

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

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

For example, to change the date and time to March 4, 2005, at 9:05 A.M., use:

**3** (the month) + **04** (the day of the month) + **05** (the year) + **#** (to finish the date)

**9** (the hour) + **05** (the minutes) + **#** (to finish the time) + **1** (for A.M. when prompted)

## Designating the Operator's Extension

One extension must be designated as the operator or receptionist's extension. This is the extension that Amanda dials when the caller presses 0 or does not make a selection when he hears the Caller Instructions greeting. Amanda will not run smoothly if you do not select an extension as the operator's extension. Ask your client who should answer incoming calls as the operator or receptionist and then log into Amanda to set it up.

### To designate the operator's extension:



Log into mailbox 999 (For login instructions, see "Logging into Amanda" on page 10.)

Once logged in press **8** + **4** + **5** + enter the extension + **#**

## Designating the Fax Machine's Extension

If you attach a fax machine to an extension controlled by Amanda, Amanda recognizes the fax tone in an incoming call and transfers the call immediately to the fax machine's extension.

An informational mailbox should be assigned to the fax machine's extension. That mailbox should also have its current greeting (by default, Greeting 1) play something similar to the following:

“The fax machine is currently busy or not connected to the system. Please try again later.”

**To designate the fax machine’s extension:**



Log into mailbox 999 (For login instructions, see “Logging into Amanda” on page 10.) Once logged in

Dial **8** + **4** + **6** + enter the extension + **#**

Amanda will repeat the extension number.

## Accessing Amanda Remotely

The SOHO flash product can be connected to via null modem using COM2 or via built in modem on voice ports 1, 2, or 3. Once connected you can...

- Edit files (such as the c:\amand\install.cfg or c:\amanda\pbx.db\1001.pbx)
- View trace information either onscreen or after shutting the system down
- Send or Receive files
- Change message waiting strings (to turn on and off MWI's)

## Connecting via NULL Modem

A Null modem cable is required for a null modem connection. You don't have to use HyperTerminal but that is the most readily available application. The settings for the null modem connection MUST be set to 57,600 bits per second, 8 data bits, none (for parity), 1 stop bit, and hardware for flow control. Also note that you MUST use a VT100 emulation. The null modem cable physically connects from your PC to Com2 on the SOHO Flash, which is marked console.

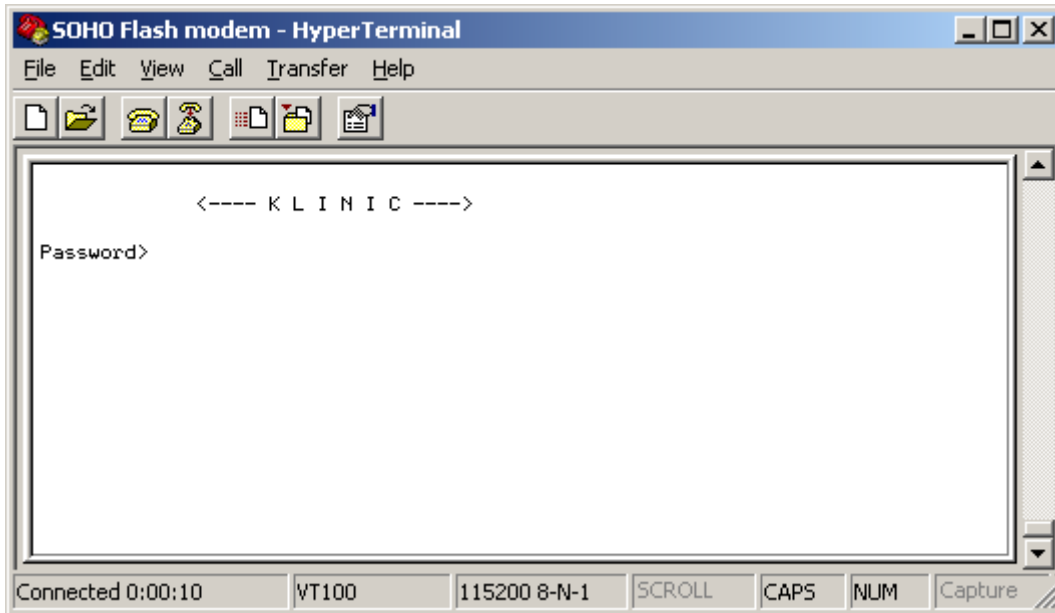
## Connecting via Modem

The Flash unit has a built in modem, so you don't connect a modem cable to it. Just call into one of the ports 1-3 (port 4 is used as a notify port, so it's not suggested to use that port for the modem connection). You again can use HyperTerminal on the remote side for a modem connection. However, there is a specific dialing sequence that you must dial to wake up the internal modem after the system answers the call, and that is ###. A typical dial string to call the system via modem would be...

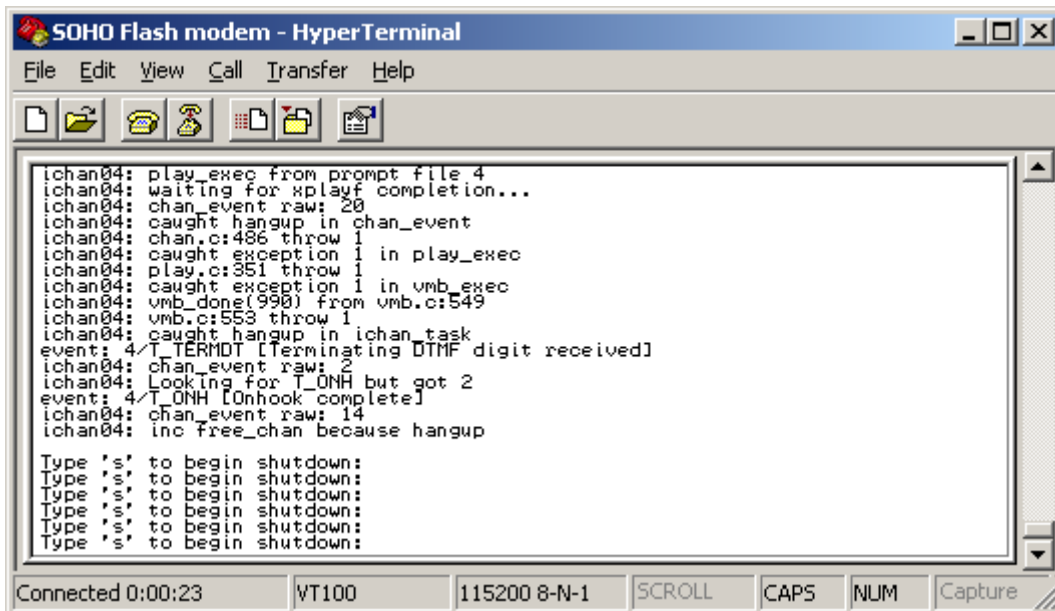
<telephone number>,,,,,###

When you first connect to the SOHO Flash system, after about 10 seconds it will request a password to gain access (very similar to our host/remote application). The password is CALLHELP (and it's case sensitive). You shouldn't need to change the baud rate (leaving it at 115,200 should be fine), the modem will negotiate the best speed and the emulation type MUST be set to VT100 or you won't be able to edit, send or receive files.

Once connected you'll see the following screen:



Enter “CALLHELP” to gain access to the system and you’ll see something like this:



To enable tracing to the screen press ‘t’ (case sensitive) and you’ll see call processing information. Press ‘t’ again to toggle trace mode off.

This can be very useful when troubleshooting integration problems.

## Shutting down the system

Once connected to the Amanda SOHO flash system either via null modem or modem if there are any active calls on the system you’ll see trace information (call processing) on the screen. These

live screen updates are useful when trying to integrate the system to a telephone system not in the PBX list. Besides seeing the trace information, you'll also see a line that says

Type 's' to begin shutdown:

Which is repeated once in a while (this is normal).

To shut the SOHO flash down press 's' (lower case), and 'y' twice when prompted if you want to shut down. This will bring you to the c:\amanda prompt where you can use iedit to check files and or send or receive files.

To start Amanda back up after your finished editing files, at the c:\amanda prompt type "Amanda".

Important Note: After connecting via modem, if you shut the Amanda SOHO flash system down, when you start Amanda backup by typing Amanda, you will lose your modem connection (you can reconnect if needed). This is normal and only happens in modem mode. When connecting via null modem you don't lose your HyperTerminal connection to the system.

## Transferring Files

For file transfers the SOHO Flash uses the z-modem protocol. Before you can send or receive files, you must initiate the appropriate file transfer mode on the SOHO flash system prior to sending or receiving a file.

### **To get a file from the system (such as a trace file / trace.out) type:**

```
C:\amanda>zsend trace.out
```

Note: When getting a file from the system using zsend you don't have to do anything on the HyperTerminal side to get the file. Once zsend starts HyperTerminal will receive the file automatically and save it in the folder specified under the transfer / receive file menu.

### **To send a file to the system (such as an updated ramanda.exe or 1001.pbx file):**

Change the active directory to where you want the file to be sent. For example, if you want to send an updated PBX file such as 1001.pbx, change the directory to c:\amanda\pbx.db before initiating the receive. The point is that the file being sent will be copied to the active directory and you can save time by changing the directory before initiating the file receive (that way the file ends up in the right place). Before updating any files, make sure you rename the old file first (just in case you need to revert back to it).

For this example, lets send an updated 1001.pbx file. Change the directory to c:\amanda\pbx.db, and at the prompt type "zrcv", like this:

```
C:\amanda\pbx.db>zrcv
```

And then press enter. Now you're ready to send the file. Click on the transfer menu within HyperTerminal, and then click send file, browse to the file you want to send (for example 1001.pbx) then click send.

## Editing Files (using iedit.bat)

To edit a file you must use iedit.bat. Iedit.bat is turned on differently depending upon how you're connected to the SOHO flash unit.

When connected via modem you don't need to change anything first, just go straight to iedit <filename>. For example, if you wanted to edit the c:\amanda\install.cfg file you would type:

```
c:\amanda>iedit install.cfg
```

If connected via null modem you need to first go to local mode by running local.bat. When you finish making changes to a file you must switch back to modem mode by running modem.bat within the c:\voxdrv directory (or you can reboot the unit to switch back to modem mode).

For iedit to work properly in null modem mode, you MUST first run local.bat. For example, you would do the following...

```
c:\amanda>local
```

After local is running your ready to edit your files using iedit.

To edit a file type "iedit <filename>", for example to edit the trace file you would type:

```
c:\amanda>iedit trace.out
```

Once iedit is running you'll immediately notice the function key references at the bottom of the screen. The function keys are not supported (i.e. you can't simply press the function keys to use the commands), however to use any of these functions you must literally press the actual series of keys (open curly brace, F, number, close curly brace), like this...

```
{Fn}
```

Where n is the command you want to issue. For example, if you want to edit the install.cfg file, after running "iedit install.cfg" from the c:\amanda folder, you must press

```
{F4}
```

to enable edit mode. Once enabled you can make the changes you want to the file and then save those changes by pressing

```
{F10}
```

To exit iedit press the escape key to quit.

Other useful commands are:

```
{pgdn}          use to go down a page
```

```
{pgup}          use to go up a page
```

`{home}` use to go to the beginning of a line

`{end}` use to go to the end of a line

## SOHO Flash C:\Amanda\Pbx.db\1001.pbx Definition Table

Field Label	Description
<b>Name:</b> #Name of phone system:	If you selected a telephone switching system using the telephone user interface (TUI), this field is already filled in. If your intention is to modify this data for another switching system, you can change the name. If you did not select a telephone switching system using the TUI, this field displays "Phone System Unspecified". Type in the correct or a useful name for reference.
<b>dl_dtwait</b> #What to dial to put the caller on transfer hold:	The code Amanda dials to ask the telephone switching system to put the caller on transfer hold before she transfers a caller to an extension. Usually, this code is "F-" (a hook flash followed by a half-second pause). This may need to be changed to "F--" (a hook flash followed by a one-second pause) or "F," (a hook flash followed by a two-second pause) for telephone switching systems that are slow to provide a transfer dial tone after a hook flash. Don't use the quotation marks in the dial code.)
<b>dl_ndret</b> #What to dial when there is no transfer dial tone:	The code Amanda dials to return to the caller if both of the following are true: <ul style="list-style-type: none"> <li>• You configure Amanda to wait for a transfer dial tone before transferring a call to an extension</li> <li>• There is no transfer dial tone</li> </ul> In this case, Amanda treats the attempted transfer as though the extension was not answered and takes a message. Some telephone switching systems use "F-", others use "-". (Don't use the quotation marks in the dial code).
<b>dl_prefix</b> #What to dial before the mailbox extension:	If Amanda needs to dial something after dial tone detection, but before dialing the extension number, enter that code here. Usually this is left blank.
<b>dl_suffix</b> #What to dial after dialing the mailbox extension:	If Amanda needs to dial something after the mailbox extension, such as a DTMF digit to force the telephone extension to ring in a hands free mode, enter that code here. Usually this is left blank.
<b>dl_init</b> #What to dial on each port after the system starts:	If you want Amanda to dial some initialization codes when she first starts up, define those codes here. For example, you may want to remove call forwarding on the ports. Usually this is left blank.
<b>dl_stop</b> #What to dial on each port before shut-down:	If you want Amanda to dial certain codes when she shuts down, define those codes here. For example, enabling call forwarding on the ports lets a live operator take the calls when Amanda shuts down.

	Usually this is left blank.
<b>dl_pickup</b> #What to dial when a port goes off-hook:	If Amanda must dial some special codes as she goes off-hook to enable a special feature, define those special codes here. Usually this is left blank.
<b>tmo_dtwait</b> #Number of seconds to wait for dial tone detection:	This is the number of seconds Amanda waits for your telephone switching system to provide a continuous dial tone for one full second. If your system has few DTMF receivers or intercom paths for call transfers, one may not be immediately available for Amanda to transfer a call. In this case, this number should be greater than 0. Use 0 when Amanda does not wait for a dial tone (as when the telephone switching system returns stutter dial tone or silence on a transfer). A good value is 4 (seconds) when she does wait for dial tone. The range is 0-127.
<b>dt_hangup</b> #Which DTMF tone to listen to for hangup detection:	If your telephone switching system plays a specific DTMF tone when a caller hangs up (to make hangup detection faster), enter that DTMF digit here. This may be a sequence of DTMF digits rather than a single DTMF digit. The maximum length is 10 characters. If your system does not support this feature, leave it blank.
<b>flashtm</b> #Number of 1/100 seconds to use for flash time:	Determines how long Amanda remains on-hook while performing a hook flash. The value is in hundredths of seconds. The usual value is 55 (just over half a second). When the flash time is set too short, the hook flash does not happen and the caller hears DTMF tones; when set too long, the caller is hung up on.
<b>integration</b> # integration timeout set in tenths of seconds:	The number of tenths of seconds Amanda waits for integration, a value of 0 prevents integration. This Number is set in tenths of seconds. A value of 0 prevents integration. Any other value is the amount of time that Amanda will wait for information from the telephone switching system. A suggested value for this timeout is 10 (which equals 1 second). In some (as with older telephone switches) cases you may need a value of 15 20, or even 30.

<p><b>dl_light_on (optional)</b></p> <p># What to dial to light the MWI</p> <p>Important Note: To use dl_light_on and dl_light_off you MUST copy KA.on and KA.off within the c:\amanda\mfy.db directory over nft.001 and nft.002, and edit the 1001.pbx file and add dl_light_on and dl_light_off specifying the appropriate DTMF sequences (dial strings).</p> <p>For example:</p> <pre>dl_light_on '#63%U' dl_light_off '#64%U'</pre>	<p>Notification method that turns message waiting indicators (MWI) on. The method field usually contains the following characters (called tokens):</p> <p>0 1 2 3 4 5 6 7 8 9 * # A B C D Amanda plays the corresponding DTMF tone .</p> <p>, = Amanda pauses for two seconds</p> <p>- = Amanda pauses for 0.5 seconds</p> <p>%E = Amanda replaces this with the user's mailbox extension</p> <p>%U = Amanda replaces this with the mailbox number.</p> <p>For example, if Amanda is attached to a Toshiba DK-16, you use #63,%E.</p> <p>Note: If dl_light_on is present in the c:\amanda\pbx.db\1001.pbx file it will take priority over the default MWI sequence. This is useful if you need to edit the MWI on sequence.</p>
<p><b>dl_light_off (optional)</b></p> <p># What to dial to turn off the MWI</p> <p>Important Note: To use dl_light_on and dl_light_off you MUST copy KA.on and KA.off within the c:\amanda\mfy.db directory over nft.001 and nft.002, and edit the 1001.pbx file and add dl_light_on and dl_light_off specifying the appropriate DTMF sequences (dial strings).</p> <p>For example:</p> <pre>dl_light_on '#63%U' dl_light_off '#64%U'</pre>	<p>Notification method that turns MWI off. The method field usually contains the following characters (called tokens):</p> <p>0 1 2 3 4 5 6 7 8 9 * # A B C D Amanda plays the corresponding DTMF tone.</p> <p>, = Amanda pauses for two seconds</p> <p>- = Amanda pauses for 0.5 seconds</p> <p>%E = Amanda replaces this with the user's mailbox extension</p> <p>%U = Amanda replaces this with the mailbox number.</p> <p>For example, if Amanda is attached to a Toshiba DK-16, you use #64,%E.</p> <p>Note: If dl_light_on is present in the c:\amanda\pbx.db\1001.pbx file it will take priority over the default MWI sequence. This is useful if you need to edit the MWI on sequence.</p>
<p><b>Pager</b></p>	<p>Notification method that calls a pager. The method field usually contains the following characters (called tokens):</p> <p>0 1 2 3 4 5 6 7 8 9 * # A B C D Amanda plays the corresponding tone.</p> <p>, = Amanda pauses for two seconds</p> <p>- = Amanda pauses for 0.5 seconds</p> <p>%M = Amanda replaces this with the number of messages</p> <p>%N = Amanda replaces this with the number of new messages</p> <p>%U = Amanda replaces this with the user's mailbox number</p> <p>%V = Amanda replaces this with the pager number entered by the user as he creates a pager notification record.</p> <p>See <i>Using Amanda@SOHO</i> for details.</p>

	<p>For example, a typical pager notification record should be similar to the following string: %V,,,%U*%M*%N.</p> <p><b>Note:</b> When assigning a pager number, be sure to dial a 9* before the telephone number to access an outside line. The * represents a 2-second pause (you can put as many pauses as needed either before or after the pager number).</p>
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## Entering Integration Strings

An integration pattern is a string of characters that represent the DTMF digits you expect the telephone switching system to send to Amanda when a call is directed to one of her ports. You replace an actual extension which appears in a pattern with its equivalent Amanda mask of character codes.

To modify the integration patterns, you need to know what call states and extension information are defined by using one of the character codes shown below. Each character code represents a call state, the position of the extension number in the pattern, and the number of digits in the extension. When in-band (DTMF) signaling strings come from the telephone switching system, Amanda compares them to the defined integration patterns and decides how to handle the calls.

Code	Definition
e	Direct dial call state (used to access a mailbox directly by Amanda asking for a security code). When ee (or eee) appears in the integration pattern, Amanda assumes the caller wants to log in to mailbox ee (or eee) and asks for the security code.
i	Immediate record call state (plays the record beep and starts recording a message). When ii (or iii) appears in the integration pattern, Amanda begins recording a message for mailbox ii (or iii) without playing a prompt first.
r	Ring-no-answer call state that indicates who the call was for and that it was not answered. <b>NOTE:</b> Amanda does not recognize separate busy integration. Busy calls are treated the same way as calls that go unanswered using rr integration.
s	Information regarding where the call came from (for handling message replies) If ss (or sss) is found in the integration pattern along with r's, Amanda recognizes mailbox ss as the sender of the message—if one is left.
x	Wild card that matches anything (use this carefully) For example 6xxxx would match every in-band signaling string that had a 6 followed by four other characters.

## Capturing Integration Strings

If you have a digit grabber (or are connected to Amanda either via modem/or null modem using the onscreen trace) you can set up the following test cases and “grab” the DTMF that is sent by the telephone switching system in each case. Before you can perform the tests, you need to:

- Select an extension that forwards on Ring No Answer to Amanda.
- Select another extension that forwards to the above extension on Ring No Answer.
- Select a third extension that forwards on Busy to Amanda.
- Select a fourth extension that forwards to the third extension on Busy.
- Select a fifth extension that forwards all calls to Amanda.
- If applicable, create a hunt group that will forward back to Amanda if the hunt group is busy or rings without answer.

For each of the following tests, write down the DTMF string that is sent by the telephone switching system. After performing the test, use the procedure “To decide what integration strings to add:” to change the strings to integration patterns for Amanda.

#### **Test 1**

- Place a call to the extension that forwards on Ring No Answer to Amanda. Once Amanda has received the forwarded call, hang up.

#### **Test 2**

- (Optional) Place a call to the second extension that is forwarded to the first extension. When Amanda has received the call, hang up.

**NOTE:** Not all telephone switching systems support double call-forwarding.

#### **Test 3**

- Place a call to the third extension that forwards on Busy to Amanda. Make sure that the extension is off hook and connected to another extension or outside line. Once Amanda has received the busy forwarded call, hang up.

#### **Test 4**

- (Optional) Place a call to the fourth extension that is busy forwarded to the third extension. Make sure that both extensions are off hook and either connected to each other, or to outside lines. Once Amanda has received the busy forwarded call, hang up.

**NOTE:** Not all telephone switching systems support double call-forwarding.

#### **Test 5**

- Call directly into Amanda from any extension. When Amanda answers the call, hang up.

#### **To decide what integration strings to add:**

1. Look at the integration string from Test 1. This represents a Ring No Answer call that forwarded to Amanda. Locate the characters that match the extension number that forwarded. On your notepad, rewrite the string so that the extension number is replaced by the lower case letter r’s. For example, if your string was “#123”, then your new string would be “#rrr”. In the case of the Partner example, the “#03##123#” would be changed to “#03##rrr#”.

**NOTE:** You may have up to 3 digits in your extension numbers. The number of r’s will match the number of digits in your extension dial plan.

2. Go to the integration string for Test 2. It may be similar to the one above, or it may contain a more complex string that has both the first and second extensions listed. If the string is identical to the previous string (for example, #03##123#), draw a line through it on your notepad.

If both extensions are listed, determine which number was the first extension (originally called) and which was the second extension. If your string looks similar to “#122123”, then the 122 was the second extension, and 123 was the first extension. On your string, replace the first extension with the lower case r’s and the first extension with lower case s’s. Our example would look like “#sssrrr”. The Partner would change from “#03##122#123#” to #03##sss#rrr#”.

3. The integration string from Test 3 may be identical to the string from Test 1 (except for the extension number). If so, draw a line through it.

If not, then your switch sends a unique busy forwarded integration to Amanda. For example, the string may look like “\*123”. The “\*” denotes a busy forwarded call, and the “123” is the extension that forwarded. Replace the “123” with lower case r’s. Your string would now look like “\*rrr”.

4. The integration string from Test 4 may be identical to the one from Test 3. If so, draw a line through it.

If not, then identify the first extension number and replace the number with lower case r’s. Identify the second extension number and replace the number with lower case s’s. Your string may have looked like “\*122123” and should now look like “\*sss-rrr”.

5. Test 5 captures the signaling for a direct call into voice mail. The integration string probably includes a prefix (usually 1 digit—but it could be several digits) and the extension number of the calling user. Replace the extension number with e’s.

6. It is extremely important that there are no duplicate integration patterns. To make sure that each pattern is different, list them on a piece of paper, then rewrite them changing all character codes to zeros. What is left are dial code masks which must all be different. For example, using the following dial codes: 1\*\*\*eee, #02#sss#rrr#, and #03##rrr#, the dial code masks are 1\*\*\*000, #02#000#000#, and #03##000#, which are all different. If any dial code masks are the same, you must modify the duplicates or delete them.

## Changing the Date and Time Remotely

While you are accessing Amanda remotely, you can change the computer’s date and time from a DOS prompt.

### To change the date and time:

1. After connecting to Amanda either via null modem or modem connection press “s” to shut the system down.
2. Press “y” when asked if you really want to shut down. Then press “y” again to confirm shutdown.
3. From the command prompt type “date” (without the quotes) and press enter. Enter the date and press enter again. The date is entered in a MM-DD-YYYY format.
4. From the command prompt type “time” (without the quotes) and press enter. Enter the correct time and press enter again. The time is entered in a HH:MM format.

# Chapter 3: Administering Amanda

## Understanding Amanda

To users and callers, Amanda is a voice on the telephone guiding them to people, services, and the message center. However, Amanda's design revolves around the mailboxes, some of which are default, but most of which are defined by you as the system administrator. Each mailbox is a record in the mailbox database. Amanda uses this database to determine how to route calls and what information is available for users.

This chapter explains the types of mailboxes and how Amanda uses them.

## Default Mailboxes

Amanda comes with a number of default mailboxes: 0, 411, and 990-999. You cannot delete mailboxes with these reserved numbers.

The following table explains the default mailboxes that you need to know about.

Mailbox	Purpose
<b>0</b>	Mailbox for operator or receptionist. By default, the system greeting is its current greeting. It takes messages and hangs up as a call ends. As part of the installation process, your installer should have designated an extension as mailbox 0. This is the one case in which the extension and the mailbox are not the same number.  Messages for this mailbox should be checked regularly and forwarded, when necessary, to the appropriate personnel.
<b>8</b>	Mailbox that acts as a shortcut to mailbox 998. Mailbox 8 makes it easier to send callers directly to voice mail. Live operators press transfer, call Amanda, dial 8# followed by the mailbox number, and hang up. The caller goes directly to voice mail.
<b>411</b>	Mailbox for the employee directory. Callers enter the DTMF (touch-tone) digits for an employee's first or last name. Amanda provides the mailboxes for any employees whose names match the digits. Then Amanda continues processing with mailbox 991 where the caller can dial that mailbox.
<b>990</b>	Mailbox for Company Greeting. By default, Greeting 1 is the current greeting and plays whenever Amanda answers an incoming call. After playing the greeting, the call is directed to mailbox 991. Greeting 1 for this mailbox should be short. Use the greeting for the Caller Instructions mailbox (991) to offer the caller choices.
<b>991</b>	Mailbox for Caller Instructions. Greeting 1 is its current greeting. This greeting, recorded by you, tells the caller

	<p>what other mailboxes to dial. For example, the greeting might say: “If you know the extension for the person you are calling, enter that extension now. For Sales, press 2; to talk to the operator, press 0 or stay on the line.”</p> <p>After playing the greeting, Amanda processes whatever mailbox is entered by the caller or the mailbox associated with the menu option selected by the caller. If the caller makes no request, this mailbox directs Amanda to the operator.</p> <p>When callers get themselves “lost in the system,” Amanda returns them to this mailbox so that they can hear the instructions once again.</p>
995	Mailbox that stores messages to be delivered at some time in the future. As the system administrator, you can monitor these messages to see what is awaiting delivery. You cannot log into and record a greeting for this mailbox.
997	Mailbox that contains information that Amanda uses to create a personal mailbox. You cannot log into or record a greeting for this mailbox.
998	Mailbox that allows a caller to leave a message for a user other than the one he has contacted. Directions for this are in <i>Using Amanda</i> , the guide that explains to the user how to use the telephone to get messages, etc. You cannot log into or record a greeting for this mailbox.
999	Mailbox for system administration and for a quick hangup. This chapter explains your obligations and options as the system administrator.

**Note:** You should change the security codes for mailbox 0, 411, 990, 991, and 999 to prevent users from accessing them. Currently the security code is the same number as the mailbox. For example the security code for mailbox 990 is 990. You might prefer to use the same security code for all the default mailboxes.

## Personal Mailboxes

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

A personal mailbox stores:

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

The user can change the above information using a telephone and a series of menus. See *Using Amanda@SOHO* for more information.

When creating personal mailboxes, make sure you give the mailbox the same number as

the user's extension. For example, if the user's extension is 147, then that user's mailbox must also be 147.

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

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

## Informational Mailboxes

Informational mailboxes provide information via their greetings. For example, the company greeting is a greeting from mailbox 990. Informational mailboxes can:

- Provide information for callers such as your business hours or directions to your office.
- Direct the caller to one or more other mailboxes for further processing.

For example, the greeting may list other informational mailboxes: "For directions, press 22; ..."

The greeting may suggest users' mailboxes: "For more information, dial Mary at extension 147 or Tom at extension 150."

The greeting may offer a single-digit menu, "Press 1 for ...; press 2 for ...; etc."

If no selection is made from an informational mailbox, Amanda plays the greeting for the Caller Instructions mailbox (991). This is so the caller does not get lost in the system.

## Processing Calls and Mailboxes

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

1. As Amanda answers a call, she starts with the Company Greeting mailbox (990).
2. Amanda plays a very short greeting for that mailbox, which is something similar to "Thank you for calling The Amanda Company." See "Recording the Company Greeting" for more information.
3. Mailbox 990 causes Amanda to route the call to mailbox 991, known as the Caller Instructions mailbox—unless the caller enters the DTMF (touch tone) digits for a user's extension.

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

4. The greeting Amanda plays for mailbox 991 is a menu of choices (for example, “For sales, press 1. For customer support, press 2....”).

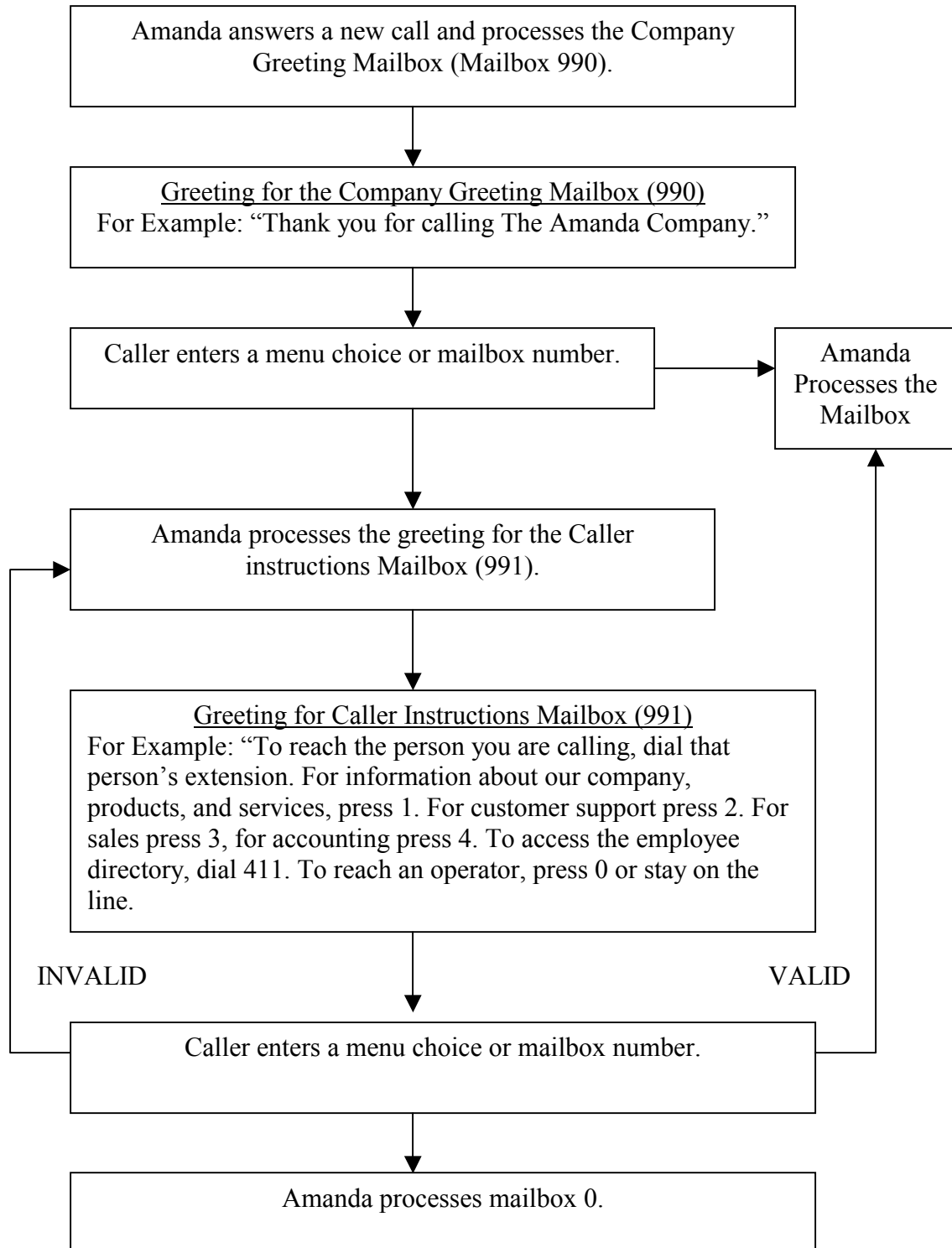
5. Amanda interprets the DTMF (touch-tone) digits that the caller enters as a mailbox and continues processing at that mailbox.

a. If the mailbox is a personal mailbox, the user’s telephone rings (unless the user has Do Not Disturb turned on). If the telephone is not answered, if the extension is busy, or if Do Not Disturb is on, Amanda asks the caller to leave a message.

b. If the mailbox is an informational mailbox, the caller hears its current greeting. This greeting provides the information he requested or a list of mailboxes or menu options to select from.

Eventually, the caller talks to someone, leaves a message, and/or hangs up..

## Call Processing Diagram



## Administering Amanda

You, as system administrator, have a System Administrator mailbox (999) in addition to your personal mailbox. You also are expected to access some of the default mailboxes to make sure, for example, that greetings are recorded and scheduled as needed. When you dial Amanda's extension and identify yourself as mailbox 999, your top level menu has one additional choice (8) for System Administration. When you select System Administration, Amanda plays the System Administration menu:

- **1** to record the system announcement
- **2** to delete the system announcement
- **4** to manage mailboxes
- **5** to begin shut down
- **6** to reset system ports
- **8** for system options
- **\*** to review system status
- **9** to return to the previous menu

The rest of this chapter explains how to perform administrative duties using your telephone to access Amanda and the default mailboxes.

## Managing Mailboxes

As the system administrator, you create and delete mailboxes. You can also change their security codes. You can create:

- Personal mailboxes, each of which stores messages for a user. This mailbox must have the same number as the user's extension.
- Informational mailboxes, each of which provides callers with information. The information is stored in Greeting 1 for each informational mailbox.

You must create a personal mailbox for each user's telephone extension. You will also create mailboxes for informational purposes. As you create informational mailboxes, use numbers that you are unlikely to need as extensions.

The range for mailboxes is from 0 to 999, but the numbers 0, 411, and 990 through 999 are reserved for Amanda. You can use 1 through 410 and 412 through 989.

## Creating a Personal Mailbox

A user usually has only one extension and, therefore, only one mailbox. That mailbox stores messages until the user deletes them or until you delete the mailbox. The mailbox also stores:

- The greetings that are played when the user does not answer his telephone
- Scheduling information for greetings—if the user decides to schedule them

- Notification records for the user—if the user requests to be called at his extension, an outside number, or a pager when he has messages. When creating personal mailboxes, make sure you give the mailbox the same number as the user’s extension.

If the users’ extension numbers are consecutive, you will want to create a range of mailboxes when you initially set up mailboxes for them. For example, you might create mailboxes 200 through 210.

**To create a single personal mailbox:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

Once logged in press **8** + **4** + **1** + **1** + enter mailbox + **#**

**To create a range of personal mailboxes:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

Once logged in press **8** + **4** + **2** + **1** + enter first mailbox + **#** + enter last mailbox + **#**

## Creating a Personal Mailbox for Someone Without a Telephone

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

## Creating an Informational Mailbox

Some mailboxes provide information for callers or instruct callers about their options. These informational mailboxes require some planning on your part because they can be links in a chain of mailboxes starting with the Caller Instructions mailbox (991). The greeting from some other mailbox must direct the caller to the informational mailbox. The other ID can be a personal mailbox or another informational mailbox. For example, the Caller Instructions mailbox (991) is an informational mailbox. It plays a greeting that informs the callers what to dial for Sales, Technical Support, and so forth. Usually this greeting directs the caller to an extension that is answered by a person, but it can direct the caller to another informational mailbox. For example, if callers frequently ask for directions to your office, the greeting can include a phrase like “For directions, press 5.” or “For directions, dial 59.” If the user dials 5 (or 59), that mailbox’s greeting plays immediately and provides direction to your office.

**To create an informational mailbox:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **8** + **4** + **1** + **2** + enter mailbox + **#**

**To create a range of informational mailboxes:****Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)+ **8** + **4** + **2** + **2** + enter first mailbox + **#** + enter last mailbox + **#**

For example, you might create mailboxes 800 through 804. To record greetings for informational mailboxes, you use a telephone that is a station on the Amanda system. You call Amanda using the informational mailbox and its security code.

## Deleting a Mailbox

To avoid accidental deletions, mailboxes must be deleted one at a time and each deletion must be confirmed.

**To delete a mailbox:****Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)+ **8** + **4** + **3** + enter mailbox + **#** + **1** (to confirm)

## Changing a Mailbox’s Security Code

To prevent a user from accessing his mailbox or to help a user who has forgotten his security code, you can change the security code.

**To change a mailbox’s security code:****Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)+ **8** + **4** + **4** + enter mailbox + **#** + enter new security code + **#** + re-enter new security code + **#** (to confirm)

## Changing a Mailbox’s Extension

A mailbox’s extension number can now be changed. Additionally, a limited token set can be used to perform advanced dialing sequences to perform off premise call transfers (i.e. a trunk to trunk or line to line transfers).

Note: If you change a mailbox extension, keep in mind that the SOHO Flash is still performing a blind transfer to that extension. If the extension is call forwarded No Answer/Busy back to voicemail the SOHO Flash will load the mailbox based on the integration received from the telephone system, not the original mailbox dialed.

**To change a mailbox's extension number:**

**Log into that mailbox** (For login instructions, see “Logging into Amanda” on page 10.)

+ **3** + **2** + enter the telephone number or extension (or token sequence) + **#**

**Using tokens to perform off premise transfers:**

The following commands can be used to perform an advanced call transfer. Using these commands Amanda can utilize pause, flash, dial DTMF 0-9, \*, #, A, B, C, or D, wait for dial tone, and hangup.

To use any of the following commands in the extension field of a mailbox, log into that mailbox, press 3 for more options, then 2 to change the telephone number/extension and enter whatever combination of pauses, DTMF, flashes, and hang-ups needed to perform an off-premise transfer.

Amanda SOHO Flash will automatically insert an @ sign into the extension field whenever you dial any of the DTMF commands below.

**00	2 second pause, the ',' token
**01	DTMF A
**02	DTMF B
**03	DTMF C
**04	DTMF D
**06	Flash hook, the 'F' token
**08	Hangup, the 'H' token
**30	Wait 2 seconds for dial-tone, the W(2,T) token sequence
**40	.5 second pause, the '-' token
**41	DTMF #
**42	DTMF *

For example, if your using a Toshiba DK series telephone system, you would enter the following token sequence as your telephone number:

\*\*06\*\*009\*\*0012037202965\*\*00\*\*00\*\*06\*\*00\*\*06\*\*00\*\*08

Which would be translated into

@F,9,12037202965,,F,F,H

**Important Note:** The Amanda SOHO Flash can only perform an off premise transfer IF your telephone system supports it. The SOHO Flash analog station ports can only use features that are available to analog voicemail ports that your telephone system provides. If you can't manually transfer a call off premise using an analog voicemail port then neither can the SOHO Flash, but if you can, the SOHO flash can also.

## Recording Company Greetings

As system administrator, it is your job to record the greetings for mailbox 990 (the Company Greeting mailbox), mailbox 991 (the Caller Instructions mailbox), and mailbox 411 (the Employees Directory mailbox). See “Appendix A: Setup Sheets” for greeting worksheets.

Mailbox 990, known as the Company Greeting mailbox, is the first mailbox that Amanda

uses to process an incoming call. Its current greeting is the first thing that the caller hears. By default the current greeting is Greeting 1, but you can change the current greeting manually or schedule it to change.

The default security code for this mailbox is 990. You should change the security code to something else as soon as possible.

**To record the initial or company greeting:**



**Log into mailbox 990** (For login instructions, see “Logging into Amanda” on page 10.)

+ **2** + the greeting number (1-3) + **2** + record the message + **#**

**After any recording press:**

- 1** to review the recording
- 2** to re-record
- 3** to append (add to)
- 4** to cancel the recording
- 9** to save the recording

## Sample Greetings for Mailbox 990

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

**Greeting 1: Workday Greeting**

“Hello, thank you for calling *Company Name*.”

If your business hours are 8 A.M. to 5:30 P.M., start playing it at 8 A.M. Monday through Friday. This is done using the auto scheduler within the greetings menu of each mailbox. See automatic scheduling for more information.

**Greeting 2: After-hours Greeting**

“Thank you for calling *Company Name*. Our office is now closed.”

Start playing it at 5:30 P.M. Monday through Friday.

**Greeting 3: Holiday Greeting**

“Thank you for calling *Company Name*. You have reached us on a company holiday. Our staff wishes you a safe and happy holiday.”

Start playing it at 8:01 A.M. on holidays.

## Recording Caller Instructions

Mailbox 990 redirects callers to mailbox 991, known as the Caller Instructions mailbox. Amanda plays a greeting from the Caller Instructions mailbox (by default, Greeting 1) after the company greeting. Typically, it provides a list of options for reaching departments or listening to information. Its security code is 991, which should be changed as soon as possible.

The greeting can tell the caller the actual mailbox extension numbers to be dialed or provide a menu of single-digit options. When the caller selects an option number from the menu, Amanda automatically dials the extension associated with that option. To learn how to set up a menu, see “Creating Menus” on page 35. If you create a menu for this mailbox, create the same menu for mailbox 990 as well. This allows customers to go to a menu option before the greeting provides the list—as frequent callers will want to do.

**NOTE:** The caller instructions are very important, because Amanda plays them whenever she has no other specific instructions.

**To record the caller instructions:**



**Log into mailbox 991** (For login instructions, see “Logging into Amanda” on page 10.)

+ **2** + the greeting number (1-3) + **2** + record the message + **#**

## Sample Instructions for Mailbox 991

The following are samples of greetings for the Caller Instructions mailbox (usually 991).

### Greeting 1: Instructions (during office hours)

Most companies use only Greeting 1 for mailbox 991

#### Example 1

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

#### Example 2

“For Sales, please press 1; for Service, press 2; for Administration, press 3; for Office Hours, press 4. If you know your party’s extension, you can enter it at any time or remain on the line for an operator.”

## Recording Employee Directory Instructions

Amanda is shipped with mailbox 411 pre-defined as the mailbox for the employee directory. When callers use this feature, they enter the first few letters of the name of the person they wish to contact.

Amanda automatically maintains the employee directory using the names defined by the users as their first and last names.

When Amanda matches a Directory Name, she plays the Name and Extension recorded for that mailbox and prompts the caller to press \* to be transferred to that person or # to continue searching". Therefore, it is very important that users record their Name and Extension. For example, Eric Cantona might record "Eric Cantona, Extension 124." If a user has not recorded a Name and Extension, Amanda plays the mailbox number instead (for example, "Mailbox 1-2-4").

The initial 411 recording that comes with Amanda is:

"Enter the first few letters of the first or last name of the person you are calling. For the letter Q, use 7, and for the letter Z, use 9."

Because the letters "Q" and "Z" do not appear on the telephone keypad, the instructions include special directions to the caller about these letters. Amanda translates "7" to "Q" and "9" to "Z". If you rerecord this greeting, you may want to tell the caller to ignore spaces and punctuation since they cannot be entered.

If there are several matches, Amanda plays all of them. When a caller enters a name that is not in the directory, Amanda says, "I'm sorry. I could not find a match for your entry."

**To record the directory instructions:**



**Log into mailbox 411** (For login instructions, see "Logging into Amanda" on page 10.)

+ **2** + **1** (for Greeting 1) + **2** + record the message + **#**

## Scheduling Greetings

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

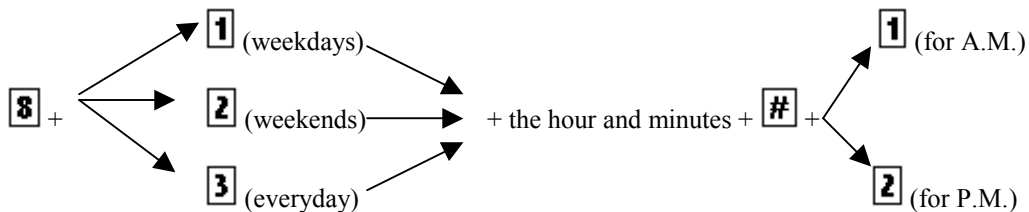
Notice that you cannot schedule the system greeting (greeting 0) – although you can make it the current greeting.

### To schedule a start time for a greeting:



**Log into the mailbox** (For login instructions, see “Logging into Amanda” on page 10.)

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



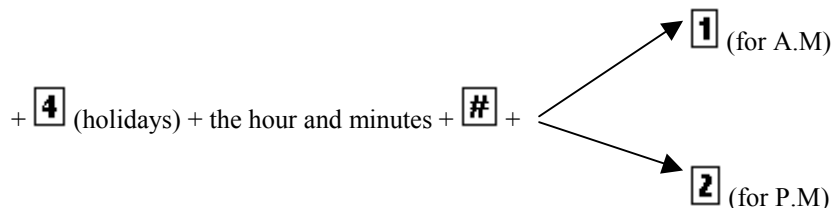
Note: Use 1 or 2 digits for the hour and 2 digits for the minutes. If you use 13 through 23 for hours after noon, you are not asked whether you meant A.M or P.M.

### To play a holiday greeting on business holidays:



**Log into the mailbox** (For login instructions, see “Logging into Amanda” on page 10.)

+ **2** + **3** (use greeting number 3 for holidays) + **8**



A holiday list must be created for this to be effective. See “The Holiday List” for more information.

## Creating Menus

Use a menu to redirect Amanda from one mailbox to another. For example, if the greeting that the caller hears from mailbox 991 (the Caller Instructions mailbox) tells the caller to press one of a list of single-digit numbers, either those single-digits numbers must be actual mailboxes or a menu must have been created for mailbox 991. The menu indicates what mailbox Amanda will call for each of the numbers on the menu.

A menu can be created for any accessible mailbox. (Some default mailboxes are not accessible.) However, how you create menus differs slightly for personal and informational mailboxes. Because a personal mailbox has more options, you have two more keystrokes to make before you can list the menu options and the mailboxes to which Amanda should redirect the call.

The mailboxes to which Amanda is redirected by the menu options must exist before you create the menu. Otherwise, Amanda tells you that the mailbox you entered is invalid. If a user wants to create a menu, you might need to create some informational mailboxes for him. Otherwise, he must use existing mailboxes.

### To create a menu for an informational mailbox:



**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

+ **3** + the digit (0-9) to be assigned + the mailbox that Amanda calls for that digit + **#**

(Amanda repeats both the option and mailbox numbers)

### To review the menu options in a menu for an informational mailbox:



**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

+ **4**

### To change a menu option for an informational mailbox:



**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

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

### To remove a menu option for an informational mailbox:



**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

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

### To create a menu for a personal mailbox:



**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

+ **3** + **7** + **3** + the digit (0-9) + the mailbox that Amanda calls for that digit + **#**

(Amanda repeats both the option and mailbox numbers)

**To review the menu options in a menu for a personal mailbox:**

**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

+ **3** + **7** + **4**

**To change a menu option for a personal mailbox:**

**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

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

**To remove a menu option for a personal mailbox:**

**Login (as that mailbox)** (For login instructions, see “Logging into Amanda” on page 10.)

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

## Sample Menus

It is customary to use the same menu for both mailbox 991, the Caller Instructions mailbox, and mailbox 990, the Company Greeting mailbox. By doing this, frequent callers can bypass the Caller Instructions greeting that explains the menu.

For this example, the greeting for mailbox 991 says:

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

When the caller presses 1, Amanda goes to mailbox 304 because extension 304, a personal mailbox, is answered by the customer support representative.

When the caller presses 2, Amanda goes to mailbox 315 because extension 315, a personal mailbox, is answered by the salesperson.

When the caller presses 3, Amanda goes to mailbox 328 because extension 328, a personal mailbox, is answered by the accountant.

When the caller presses 4, Amanda goes to mailbox 800. The greeting for 800 says: “For directions to our place of business, press 1. For our office hours, press 2.”

When the caller presses 1, Amanda goes to mailbox 801, an informational mailbox. The greeting for 801 provides the directions.

When the caller presses 2, Amanda goes to mailbox 802, an informational mailbox. The greeting for 802 provides office hours.

**NOTE:** The personal mailboxes 304, 315, and 328 and the informational mail-boxes 800, 801, 802 must have been created prior to creating the menus.

**To create the sample menu for mailbox 991 (an informational mailbox):**



**Log into mailbox 991** (For login instructions, see “Logging into Amanda” on page 10.)

+ **3** + **1** + **304** + **#**

+ **3** + **2** + **315** + **#**

+ **3** + **3** + **328** + **#**

+ **3** + **4** + **800** + **#**

**To create the sample menu for mailbox 990 (an informational mailbox):**



**Log into mailbox 990** (For login instructions, see “Logging into Amanda” on page 10.)

+ repeat the menu for mailbox 991

**To create the sample menu for mailbox 800 (an informational mailbox):**



**Log into mailbox 800** (For login instructions, see “Logging into Amanda” on page 10.)

+ **3** + **1** + **801** + **#**

+ **3** + **2** + **802** + **#**

To use these menus, you must create the appropriate greetings (usually greeting 1) for mailboxes 991, 800, 801, and 802.

For an example of using menus with a personal mailbox, see *Using Amanda@SOHO*.

## Managing System Announcements

The system announcement gives out system-wide information. When recorded, it is played automatically to users when they log on to their mailboxes. A user can interrupt the announcement by pressing any DTMF digit, but the announcement plays every time that user logs on until he hears it once in its entirety.

**To record a system announcement:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **8** + **1** + make your recording + **#**

**After any recording press:**

- 1** to review the recording
- 2** to re-record
- 3** to append (add to)
- 4** to cancel the recording
- 9** to save the recording

**To delete a system announcement:**

**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **8** + **2**

## Managing Mailing Lists and Holiday Lists

You are responsible for creating system-wide mailing lists and a list of holidays on which the company’s and individual user’s holiday greeting can be played.

### System-wide Mailing Lists

A system-wide mailing list is one that everyone can use when sending or forwarding messages. For example, you would usually create an all-employee mailing list and perhaps an all-managers list so that there would be only one of each of these lists on the system.

Each list, 1-3, in mailbox 999 is available to all users. A user sends or forwards a message to a system list by entering \* followed by the system list number when asked for the number of the list.

**To create a system-wide mailing list:**

**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **5** + **the list’s number (1-3)** + **2** + **mailbox** + **#** + **(repeat for each mailbox)**

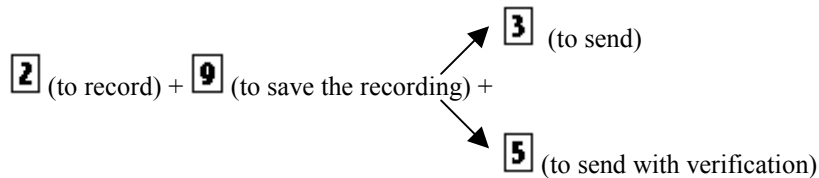
+ **4** + **record a name or description to identify the list** + **#**

Any user can send a message to a system-wide mailing list.

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

**Log into any mailbox** (For login instructions, see “Logging into Amanda” on page 10.)

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



(If you are calling from mailbox 999, you don't use the \* - just the number of the list.)

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

## The Holiday List

To allow mailboxes to play a special greeting on company holidays, you must create a holiday list. The list consists of the month, day, and year for each holiday. Any mailbox's Greeting 3 can be scheduled as a holiday greeting. For example, you can create Greeting 3 for the Company Greeting mailbox then schedule it as a holiday greeting. Other users can do the same for their personal mailbox's Greeting 3.

### To create a holiday list:



**Log into any mailbox** (For login instructions, see "Logging into Amanda" on page 10.)

+ 8 + 8 + 1 + enter the date + # + # (to finish the list)

(repeat for each holiday)

Enter the date as month-day-year. Use 1 or 2 digits for the month, 2 digits for the day, and 0, 2, or 4 digits for the year. (Amanda recognizes 0 digits as the current year. If you use 2 digits for the year, Amanda recognizes 97-99 as 1997, 1998, and 1999. To other numbers, she adds 2000.)

For example, if July 4th and July 5th of the year 2005 are the only upcoming business holidays, use:

7 (the month) + 04 (the day of the month) + 05 (the year) + # +
   
7 (the month) + 05 (the day of the month) + 05 (the year) + # +
   
# (to finish the holiday list)

### To review a holiday list:



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ 8 + 8 + 2

**NOTE:** If you make a error in the holiday list, you must recreate it.

## Rebooting Amanda

Amanda's shutdown function has been changed so that when you perform a shutdown, the system will shutdown and automatically restart.

**To restart Amanda:**



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ **8** + **5** + **1** (to confirm)

Important Note: The system says it will shutdown in 2 minutes, when actually it will shutdown and restart in 2 minutes.

## Resetting the Ports

If the telephone switching system indicates that one of Amanda's ports is in use, but you know that no one is connected to the port, you can reset all of Amanda's ports.

**To reset the ports:**



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ **8** + **6** + **1** (to confirm)

## Resetting the Date and Time

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

**To reset Amanda's date and time:**



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ **8** + **8** + **3** + enter the date + **#** + enter the time + **#**

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

Enter the time as hour-minutes. Use 1 or 2 digits for the hour and 2 digits for the minutes. If you use 13 through 23 for the hours after noon, you are not asked whether you meant AM or PM. Otherwise, Amanda prompts for a 1 (for A.M.) or a 2 (for P.M.).

For example, to change the date and time to March 4, 2005, at 9:05 A.M., use:

**3** (the month) +

**04** (the day of the month) +

**05** (the year) + **#** (to finish the date) +

**9** (the hour) + **05** (the minutes) + **#** (to finish the time) + **1** (for A.M. when prompted)

## Reviewing System Information

The system status option informs you about Amanda's status. It includes the percentage of remaining disk space, the number of ports in use, the type of telephone switching system, and the date and time.

**To hear system status:**



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ **8** + **\***

## Checking the Software Version Number

If you call The Amanda Company's customer support, you are likely to be asked the software version number for your Amanda@SOHO system.

**To hear the version number:**



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ **8** + **8** + **8**

## Changing the Telephone Switching System

The type of telephone switching system should be selected by the person who installs your Amanda system. It should be done as part of the installation. Except in very unusual situations, you will not be using this option..

**To select the telephone switching system:**



**Log into mailbox 999** (For login instructions, see "Logging into Amanda" on page 10.)

+ **8** + **8** + **4** + enter the Amanda Company number for your PBX + **#**

Amanda will say the name of the selected PBX.

## Changing the Operator's Extension

One extension must be designated as the operator or receptionist's extension. This is the extension that Amanda dials when the caller presses or does not make a selection when he hears the Caller Instructions greeting. Amanda will not run smoothly if no one's extension serves as the operator's extension. The installer should set this up as part of the

installation process, but you might need to change that extension at some point in time.

**To designate the operator's extension:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **8** + **4** + **5** + enter the extension + **#**

Amanda will repeat the extension number.

## Changing the Fax Machine's Extension

If you attach a fax machine to an extension controlled by Amanda, Amanda recognizes the fax tone in an incoming call and transfers the call immediately to the fax machine's extension. The installer should set this up as part of the installation process, but you might need to change that extension at some point in time.

**To designate the fax machine's extension:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **8** + **4** + **6** + enter the extension + **#**

Amanda will repeat the extension number.

## Changing the Number of Rings for All Mailboxes

If the person being called does not answer the call before a certain number of rings, Amanda answers the call.

**To change the number of rings:**



**Log into mailbox 999** (For login instructions, see “Logging into Amanda” on page 10.)

+ **8** + **8** + **7** + enter number of rings (1-9).

## Appendix A: Setup Sheets

### Company Greeting Example

#### Mailbox 990 (Pre-assigned)

Greeting	The Caller will hear:	The greeting will play:
1	Good morning. Thank you for calling _____ Company Name	Starts at 8:00a.m. Monday through Friday
2	Good afternoon. Thank you for calling _____ Company Name	Starts at 12:00p.m. Monday through Friday
3	Good evening. Thank you for calling _____ Company Name	Starts at 5:30p.m. Monday through Friday

Greeting	The caller will hear:	The greeting will play:
1		Time: Days:
2		Time: Days:
3		Time: Days:

It is a good idea to give mailbox 990 the same menu as mailbox 991. Then frequent callers can use the menu—even before they hear the greeting for mailbox 991.

—Master Copy—

Make copies of this sheet prior to filling it out.

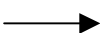
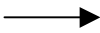

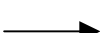
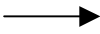
## Caller Instructions Example

### Mailbox 991 (Pre-assigned)

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

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

### Mailboxes assigned to menu choices:

If Caller Presses	Mailbox	Comments
0 Transfers to 	0	Operator: Rings operator's telephone.
1 Transfers to 	101	Sales: Rings Sales telephone.
2 Transfers to 	102	Service: Rings Service telephone.
3 Transfers to 	103	Administration: Rings Administration telephone.
4 Transfers to 	210	Office Hours Information. Mailbox plays greeting 1 which tells office hours.

## Mailbox with Menus

**Mailbox Number:** \_\_\_\_\_

**Comment:** \_\_\_\_\_

Greeting	The caller will hear:	The greeting will play:
1		Time: Days:
2		Time: Days:
3		Time: Days:

### Mailboxes assigned to menu options:

If Caller Presses	Mailbox	Comments
0 Transfers to		
1 Transfers to		
2 Transfers to		
3 Transfers to		
4 Transfers to		
5 Transfers to		
6 Transfers to		
7 Transfers to		
8 Transfers to		
9 Transfers to		

—Master Copy—

Make copies of this sheet prior to filling it out

## Mailbox Checklist

Mailbox	Purpose
0	Reserved for operator
1	
2	
3	
4	
5	
6	
7	
8	
9	

—Master Copy—

Make copies of this sheet prior to filling it out



<b>Mailbox</b>	<b>Purpose</b>
411	Reserved for Employee Directory
990	Reserved for Main Company Greeting
991	Reserved for Caller Instructions
992	Reserved
993	Reserved
994	Reserved
995	Reserved for Future Delivery
996	Reserved
997	Reserved for Default Mailbox Template
998	Reserved for Direct Send to Voice Mail
999	Reserved for System Administration.

## Appendix B: Troubleshooting

If you have problems with Amanda SOHO Flash, an Amanda Company technical support agent can call your system to ascertain and correct the problem—using the built in modem (a direct line to the voicemail is recommended but not required for a modem connection). Recommended ports for the modem connection are 1, 2, and 3. It is not recommended to use port 4 for the modem connection, due to port 4 being reserved for notify functions.

If possible make a note of what the ports are doing when the problem occurs. The LED color on each port will change depending on the port activity. When a port LED is not lit, that port is idle. When a port is lit, the color of the LED represents one of the following actions:

<b>PORT LED DEFINITIONS</b>	
Green	A call is ringing into that port
Amber	Playing a greeting or message
Flashing	Detecting DTMF digits
Red	Recording

<b>Problem</b>	<b>Solution</b>
<b>Message Waiting Indicator's are not working?</b>	<p>Make sure you've selected the correct telephone switching system and you have rebooted the SOHO Flash after selecting it.</p> <p>Also, make sure port 4 is connected to a working analog extension and has the ability to enable and disable message waiting indicators.</p> <p>Manually test the port to make sure it's functional and you can turn on and off MWI's using a single line analog telephone or test set.</p> <p>Another possibility is that the telephone system type that the SOHO Flash is connected to is not on the default telephone switch definition list. If this is the case you'll need to connect to the system either via null modem or modem (technical support can also remote in an make the appropriate changes for you if needed) and modify the c:\amanda\pbx.db\1001.pbx file setting the parameters 'dl_light_on' and 'dl_light_off' to the correct DTMF sequences to enable and disable MWI's for your telephone system type.</p> <p>Additionally, in version 4.03 you MUST run MWI.bat located in the c:\amanda\pbx.db folder to enable KA.on and KA.off notify templates which read in dl_light_on and dl_light_off values from the 1001.pbx file.</p>
<b>Pager or voice/cell notifies are not working?</b>	Make sure you dial a *9* in front of your telephone number and that port 4 has outside line access. If you need to dial something other than 9 to access an outside line, use that code instead. A * represents a 2 second pause.
<b>You cannot connect to the SOHO flash via null modem?</b>	Make sure the cable your using to connect your laptop to the SOHO flash is a null modem cable. Also make sure it's connected properly on the remote side (PC end) to a working COM port, and the host side to COM2 the console port. Finally, make sure the program your trying to use to connect such as HyperTerminal is configured for a VT100 emulation, 57600, 8 data bits, 1 stop bit, and no parity. Once connected, the default password is "CALLHELP".
<b>You cannot connect to the</b>	Make sure your dial string includes a few pauses (coma's) and ### after

<b>SOHO flash via modem?</b>	<p>the telephone number being dialed.</p> <p>For example, you might dial:</p> <p>12037202965,,,,,#*#</p> <p>Note: If you had previously connected to the SOHO flash via null modem, you need to switch back to modem mode by typing “modem” from the command prompt, or reboot the SOHO flash to have it automatically switch back to modem mode. Once connected, the default password is “CALLHELP”.</p>
<b>Problems staying connected to the system via modem?</b>	<p>If you have trouble getting connected to the SOHO Flash either via modem or staying connected or are getting garbled data, try using a direct line instead of an extension. When using an extension for the modem connection there can be data loss due to the limitation of many telephone systems.</p>
<b>Callers are being disconnected while recording a message?</b>	<p>Usually it’s due to the telephone system sending a false hangup to the voicemail (such as a loop current drop). Or if there is background noise on the line while the message is being recorded the DSP driver can see the noise as a continuous sound and will hangup the line.</p> <p>Edit the c:\voxdrv\driver.bat file and you’ll see a line that says:</p> <pre>voxdrv /L:8</pre> <p>This controls the loop current drop debounce duration, in 55ms units. Try increasing the 8 to a higher value such as 12 (which equals 660ms) or a more appropriate value based on the actual loop current drop duration your telephone system sends to signal a hangup occurred (set the debounce duration to roughly 100ms less than the actual loop current duration). The default value is 8 (or 420ms).</p> <p>After changing the value, save the changes, and reboot the system (by typing “warmboot”).</p> <p>Callers can also be disconnected if a continuous sound is heard for more than 7 seconds (such as background noise on the line). If this is the case, try editing the c:\amanda\install.cfg file and either increasing the value of tmo_sound (try setting it to 10 seconds), or disabling tmo_sound completely (by setting it to 0) but only if it’s not needed. Some telephone systems send dial-tone to signal a hangup occurred (such as Mitel and Avaya), if dial-tone is used to signal your hangup DON’T disable it, try increasing the value instead.</p> <p>Note: The c:\amanda\trace.out file will show the actual reason why Amanda hung-up on the caller. If you know the time and date plus the mailbox number who received the cutoff message you can edit the trace file to see why the caller was disconnected. You’ll usually see “Loop Current Drop or LC Off detected” or “Continuous Sound or PCPM Tone”. If your having trouble fixing this problem contact Amanda technical support for assistance. Also, having the information of an occurrence will be very helpful, so be sure to write down the mailbox number, date and time the caller was disconnected.</p>
<b>Calls ring to the voicemail ports, but the ports won’t answer?</b>	<p>To lower the minimum ring duration (i.e. increase the sensitivity) edit the c:\voxdrv\lc_api.cfg file and add the following two new lines (in line with the others):</p>

	<p>C16 R23 D18 C16 R22 D0A</p> <p>To see what the file should look like with these changes, see the C:\VOXDRVLC_API.CFG file in the file reference table.</p> <p>After changing the value, save the changes, and reboot the system (by typing “warmboot”).</p>
<b>The system answered a few calls, but stopped answering?</b>	<p>Check and see if the LEDs are lit on any of the voicemail ports. If they are, make a note of the color, and refer to the LED table above. Try unplugging the line cord of the port that’s not answering and plug it back in. If this clears the problem, your system has not been properly configured to use the disconnect signal provided by your telephone system.</p> <p>Another possibility is that the flash memory card is loose and must be reseated. Carefully power the system off, remove the cover, and check to see if you can push the flash card into the socket any further. In some cases the flash memory card can become loose from shipping.</p>
<b>Your system is not keeping proper time (it’s either gaining or losing minutes or hours a day)?</b>	<p>Your Ramanda.exe file needs to be updated to version 4.05 or above to correct this issue. Please contact technical support for assistance. They can modem into your unit and send an updated file to correct this issue. If possible connect a direct line to one of the SOHO Flash ports (1,2, or 3) prior to calling technical support to save time. This update takes approximately 15 minutes. Technical support can be reached by dialing 800-800-9822.</p>
<b>I went through the first time user tutorial, but it won’t turn off?</b>	<p>The first time user tutorial will automatically be turned off after running through each step successfully. On early versions of the SOHO Flash the minimum message or greeting length was set to 3 seconds, make sure when you record your name/extension greeting that it’s longer than 3 seconds in length. Newer versions of the SOHO Flash 4.05 and higher had the minimum message length changed to 1.5 seconds.</p>
<b>Using iedit there are strange characters on the screen instead of proper borders?</b>	<p>In order for iedit to work properly HyperTerminal must be configured as a VT100 emulation. Also, if connected via null modem you must type “local” to switch from modem mode for iedit to work properly. You can type local at the Amanda prompt and press enter. To switch back to modem mode you can type “modem” or reboot the SOHO flash.</p>

Important Note:

Amanda SOHO Flash is always running in trace mode for debugging purposes. If you are encountering a problem not listed here, please call Amanda Technical Support for assistance. Technical support can connect to your system via the SOHO Flash’s built in modem and check the trace file to see what happened as long as we have proper information with respect to what the problem is and what time it occurred. Generally, we’ll need to know what mailbox experienced the problem and the time and date the problem occurred. To reach technical support, dial 800-800-9822 9:00am to 8:00pm eastern standard time.

## File Reference Table

C:\VOXDRVLC_API.CFG			
C16	R38	D00	- 0dB tx gain to all channels
C16	R39	D03	- 3dB rx gain to all channels

```
C16    R17    D20    - disable ADC auto calibration
C16    R31    D22    - turn on 200Hz filter, leave off hook timer at
128ms(default)
C16    R23    D18    - RCC validity count set to 100ms
C16    R22    D0A    - set ring delay to 0, 200ms min only no
validation
C255   R255   DFF    - End of configuration file
```

All text below end of file marker ignored.

Format as follows:

```
Cx     Ry     Dzz    -
```

x decimal channel number to apply values to, 0-15 is single  
channel, 16 all channel, >16 invalid

y decimal register number to write to, 0 and >59 invalid

zz hexadecimal data to write

- marks comment area, limit to 80 characters

Currently limited to 100 entries

```
C:\VOXDRV\DRIVER.BAT
```

```
c:
cd \voxdrv
lhc 2
voxdrv /L:8
lhc 3
```

### Amanda SOHO Flash - Administrator's Quick Reference



Log into Amanda mailbox 999

Dial \_\_\_\_\_ (Amanda's number) + after she answers dial \* + 999# + security code + #

If Amanda says auto logs you in and says "enter your security code" when she answers press

# (to cancel the auto login) \* + 999# + security code + #

### Use Main Menu's Admin. Options

- 5 Manage lists
- 8 Administer Amanda
- 0 Exit user mode
- # Hang up

### 5 Manage System Lists

1 2 3 Select a list

- 1 Review current list
- 2 Add mailbox to list
- 3 Delete mailbox from list
- 4 Record list comment
- 9 Return to previous menu

### 8 System Administration Menu

- 1 Record announcement
- 2 Delete announcement
- 4 Manage mailboxes
- 5 Shutdown Amanda
- 6 Reset ports
- 8 Set system options
- 9 Return to previous menu
- \* Review options

**4** Manage Mailboxes

- 1** Create a mailbox
- 2** Create a range of mailboxes
- 3** Delete mailbox
- 4** Change security code
- 5** Set operator's extension
- 6** Set fax machine's extension
- 9** Return to previous menu

**8** Set System Options

- 1** Create holiday list
- 2** Review holiday list
- 3** Set system date/time
- 4** Set switch type
- 7** Change number of rings
- 9** Return to previous menu

**Informational Mailbox Menu**  
(when you call an informational mailbox)

- 2** Manage greetings Exit user mode
- 3** Create menu
- 4** Review menu
- 0** Exit user mode
- #** Hang up