

Customizing Amanda's System Prompts

(For AmandaWorkGroup / Windows)



Description: This application can be used to customize any of Amanda's 617 voice prompts.

Usage: In order for this application to work make sure you have the following files:

VJOIN.EXE, REJOIN.BAT, and UNJOIN.BAT

These files are available through Amanda technical support via Email by request.

Copy these 3 files into the C:\AMANDA folder.

After all the files are copied into the prompts folder, at the C:\AMANDA prompt type UNJOIN like this:

```
C:\Amanda>UNJOIN
```

This will stop the Amanda service and then restart it when finished.

When prompted choose 'Y' to continue. This will split the English.IDX into the associated prompt files (there are 617 individual prompt files!)

When the UNJOIN process is complete the Amanda service will automatically be restarted. At this point, create the following mailboxes:

Mailbox 5000

Ext: @R(G1,%S1,30)=(%S2,"P%S1")KR("C:/AMANDA/PROMPTS/%S2.32",2)G(5001)

Record Greeting 1 saying "Enter the Prompt Number"

Make sure that DND is off, Call Screening is off and store messages is no.

Mailbox 5001

Ext: @M(G1,3,20)G(991)

Record greeting 1 saying "To record another prompt press 1, to exit press 2".

Make sure that DND is off, Call Screening is off and store messages is no.

Menus: 1: 5000 2: 990

Recording your Prompts:

You can get a copy of the Prompt list off the Amanda Company web site at :

Customizing Amanda's System Prompts

(For AmandaWorkGroup / Windows)



www.theamandacompany.com/support under the "tech notes & apps" page. Review the prompt list and circle the prompts you wish to re-record.

To record the replacement Prompts:

Call Amanda, when she answers dial 5000 to start the process. When she prompts you to " Enter the Prompt Number" using the touch-tone pad enter the prompt number you wish to record. After the beep record your new prompt.

Note: After recording your prompt, you can press 1 to re-record the same prompt or a different prompt as many times as you like until your satisfied with the quality of the message. Press 2 to exit the application when finished.

Buiding and Applying your New Prompt Set (ENGLISH.IDX file):

After you've recorded all the prompts you must run REJOIN to build and implement your new prompt changes . From the C:\AMANDA prompt and type REJOIN like this:

```
C:\AMANDA\REJOIN
```

This will stop the Amanda service. When prompted choose 'Y' to continue. This will build your updated prompt set. When this is done, the Amanda service will be restarted automatically using your new prompts set.

Testing your New Prompts

Place a few test calls and simulate call conditions which would use your new prompts.