

Forwarding Voicemail to Email



Description: This document describes how to use the KG token. The KG token must be used to setup email notification, or to automatically send your voice messages to your email address. Depending on how you configure the KG() token, you can:

- Notify a mailbox owner that they have received new voice messages
- Automatically forward your voice/fax messages to your Internet email address.

Important Note: The KG token is only available in Amanda@Large.Office version 2.17 or above and Amanda@Work.Group.Windows. You can easily upgrade any windows version of Amanda to Amanda@Work.Group.Windows.

The KG token uses a new configuration parameter, “smtp_server”, which must be set to the name of a computer which is running an SMTP transport service. To find out the name of your SMTP server, contact your network administrator or check the configuration of the SMTP server for your email client.

Syntax: @KG(address,default_subject,msg_num[,msg_disposition[,box[sound_type]])

Definition of Arguments:

address	The Internet email address to which the messages should be sent.
default_subject	When sending a message, if the subject field is already defined, then that will be the message’s subject field of the message. If the message line is empty, (as when a new message is left) or a message is not being forwarded then “default_subject” will be the subject line. The value for “default_subject” can be any alpha-numeric string. For example, you might use “New Voice Message” or “Check Voice Mail”. If originating a new message where no voice message is to be forwarded with the message, msg_num must be set to 0.
msg_num	If originating a new message without forwarding the voice message, then msg_num should be set to 0. Using a value of 0 is reserved for Internet email notification only. If you wish to forward an existing voice or fax message, then msg_num should be set to that message’s number. Using a value of –1 will forward all new messages when msg_disposition is set to 1, or all messages when msg_disposition is set to 2. You may not use a value of –1 when msg_disposition is set to 0.
	0 Originate Internet Email only (used for email notification)
	-1 Forward either all new messages, or all messages depending on the msg_disposition setting.

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msg_disposition This parameter is needed only when msg_num is > 0. It specifies what should happen to the voice/fax message after the email is successfully sent.

- 0 Leaves the message as is.
- 1 Sets the message to not new and non-urgent
- 2 Deletes the message

box Normally the message will be searched for in the current mailbox. This optional parameter can be used to override this. If you wish to use the optional "sound_type" argument, you must specify either a value for box. Use a mailbox number or %U for the current mailbox.

sound_type Specifies the sound type which the .wav file attachment will be played as by your media player. The default sound type is "x-ms-wma". This value will try to force the receiving client to use Windows media player to play the sound file. Depending upon what type of .wav file player and email client the recipient is using, you may need to change this setting to another type like "x-wav" (if your using sound recorder) or "wav". If you have trouble playing the .wav file attachment, try changing the sound_type.

Note: All components of a message being forwarded will be included in the resulting email (which is in MIME format). Voice components will be converted to .wav files containing GSM audio (for maximum compression while still being playable on all Windows 9x, Me, 2000, and NT 4.0 systems). Fax files are automatically converted to a TIFF format.

KG Examples:

Email Notification:

Note: In the examples below, you MUST specify your Internet email address in the variable field of the notification template.

Method: @KG(%V,"CHECK VOICE MAIL",0)

Forwarding a New Message to an Email Address and Saving the Message

Method: @KG(%V,"NEW VOICE MESSAGE",-1,1,%U,"X-WAV")

This example causes Amanda to send all new messages to the specified Internet email address and mark them as not-new and non-urgent.

Forwarding a New Message to an Email Address and Deleting the Message

Method: @KG(%V,"NEW VOICE MESSAGE",-1,2,%U,"X-WAV")

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This method causes Amanda to send all new messages to the specified Internet email address and delete them from the mailbox after they're successfully sent.

smtp_server value: mail.taa.com

This parameter specifies the computer hostname where an smtp server is running which will accept submissions from the Amada system. It is used by the KG () token when sending Internet email. This name of the SMTP server **MUST** be specified or the KG token will fail.

Advanced Settings (hidden parameters):

In version 3.05 and above of WorkGroup.Windows the following hidden parameters were added:

email_user
email_password

Using these parameters adds support for a Microsoft proprietary protocol for SMTP client authentication. When they're both set, it activates this feature. They are both strings, which are set some authorized user of the SMTP/POP3 server in plain text. To implemen these settings you must edit the c:\amanda\install.cfg file and add these values manually.

smtp_hostname
smtp_debug

If smtp_hostname is defined, the it is used instead of the computer's hostname to form the From: field of email sent with the KG token. If smtp_debug is set to true (default false), then a file called smtp.log will be generated when email is originated showing all the interactions with the SMTP server. We also now accept multi-line responses from SMTP servers.