

WorkGroup.Windows Quick Installation Sheets



(1) Logging on to Windows 2000 for the First Time

Connect your Amanda@Work.Group / Windows system chassis to AC power after connecting serial mouse, keyboard, monitor and external modem. Power the system on. Once the system has completely booted up you'll see the Windows logon window. The screen will say "Press Ctrl + Alt + Del to begin" press Ctrl + Alt + DEL at once to start the login process. You will be prompted to enter your user name and password. Enter **Administrator** for your user name, and **AMandA** for your password. Pressing enter or clicking ok will finish the login process.

(2) Understanding the Amanda Service

The Amanda@Work.Group / Windows system runs as a 32bit NT service in the background of the PC like the other services. The Amanda service is automatic and always starts when the PC finishes its boot sequence. You don't need to be logged into the system for Amanda to answer calls. If you wish to monitor the Amanda system, you can launch the Monitor program which will show you the system activity. You can start and stop the Amanda service using the component services option in the control panel. To start and stop the Amanda service manually, from a command prompt type:

Net Start Amanda

This will start the Amanda service (unless it's already running).

Net Stop Amanda

This command will stop the Amanda service (unless it has already been stopped).

Note: Keep in mind that Amanda normally runs as a service in the background, and that you won't see any system activity unless you run the Monitor client. Also, don't start the Amanda application unless you stop the Amanda service first. If you do run the application with the service running you'll receive an error. Typically the application is only run for troubleshooting purposes when the service will not start. If you encounter problems starting the service, you'll usually see some type of Windows related error as to why it would not start. Launching the Amanda application will give you an error more specific to Amanda which makes troubleshooting a whole lot easier.

(3) Running the Amanda Setup Utility

Whenever you install a new WorkGroup / Windows system, or make changes to an existing system you'll need to run the Setup utility by clicking **start, programs, Amanda Server, Setup**. This will launch the Setup utility. You can also run setup through the icon on the desktop. The setup utility can be used to modify global system settings, choose or modify the telephone switching system that Amanda is connected too, modify your integration patterns etc. Whenever you make changes in Setup, and you apply the changes, you **MUST** stop and start the Amanda service before these changes take effect.



(4) Logging into the Monitor for the First Time

To view system activity and to troubleshoot problems you can run the Monitor client. Start Monitor by clicking **start, programs, Amanda Clients, Monitor**, or by double clicking the Monitor icon on the desktop. The default password and server name are 999 and Amandaserver. Once you become comfortable with the system, you should change your password to something other than the default by running the Setup utility. Entering your password and pressing enter will get you logged into the Monitor program where you'll see your system activity, etc. Using the monitor you can change the time and date, reset ports, and look at the trace information to troubleshoot problems.

(5) Logging into the Administrator for the First Time

The Administrator client is used to create mailboxes, enable auto schedule records to change greetings or settings depending upon the time of day or day of the week, and to create message notification templates to light message waiting indicators, call pagers/beepers or perform voice notification to an internal extension, home telephone, or cellular phone number when you receive a new message. Before creating any mailboxes, you should create your message notification templates in mailbox 997. Mailbox 997 is the default mailbox which is copied whenever you create a new mailbox unless specifying to copy another mailbox. Your message waiting on and off strings will be determined by the type of telephone system Amanda is connected too. Look in the installation manual for information about creating notification templates for more information.

Note: Newer versions of Amanda (version 3 WG.win, version 4 WP, and version 7 WG.dos) already have templates pre-created for you. These templates are used for MWI on, MWI off, and paging. Modifications to these templates are made in setup, telephone system dial codes.

(6) Creating your Mailboxes

Once you have setup mailbox 997 with the correct message waiting strings, it's time to create your mailboxes. To create a mailbox, click on the mailbox list and click new. Enter the new mailbox number and press enter. It's that easy. Complete this process for the rest of your mailboxes. If you want to create a range of mailboxes (i.e. create all your mailboxes at once) highlight mailbox 997 from the mailbox list, and click copy. Enter the lowest numbered mailbox, then the highest and press enter. Amanda will create all mailboxes within the range you specified. For more information on creating mailboxes, see the Administration manual.

(7) Recording your Company Greetings

Now that your mailboxes are created, it's time to record the company greetings. The Amanda@Work.Group / Windows system comes with a number of default mailboxes which perform different actions. Whenever you call your Amanda system, she always starts playing mailbox 990. As a default, greeting 1 of mailbox 990 says "Thank you for calling". This greeting needs to be re-recorded/customized for your customer. Greeting 1 of mailbox 990 should be a short welcome message like "Thank you for calling the Amanda company". After mailbox 990 greeting 1

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is played, if no action is taken, the caller is sent to mailbox 991 which offers the caller options like pressing 1 for sales, 2 for service, etc. The default greeting in mailbox 991 says “If you know the extension of the person you wish to reach, please dial it now or press 411 for the company directory or stay on the line for the operator”. This greeting should be re-recorded for your customer offering the caller the choices they wish.

To record mailbox 990 & 991 Greetings:

Call Amanda, and when she answers, dial * to tell her you wish to login to a mailbox, unless you hear "enter your security code", in this case press # to cancel, then press *. She will prompt you to enter your mailbox number, press 990 #, then she will prompt you for a security code, the default security code is 990, press 990 # again. This will log you into the mailbox options. Listen to the options and choose the appropriate action. Press 2 to change your greeting, press 1 to select greeting 1, and press 2 to re-record the greeting. Speak the greeting into the handset, and when finished press the # key. Press 1 to hear your greeting and press 9 to save or 2 to re-record it. When your satisfied with your greeting, save it and log out of mailbox 990 by pressing 999 + 0. Login to mailbox 991 next. When logging into mailbox 991 to record the caller instructions, the default password is 991.

(8) Logging into your Personal Mailbox for the first time

When you log into your mailbox, you'll be prompted to press 1 to setup your mailbox, or 2 to skip setup. It is strongly recommended that you have your customers setup their mailboxes by pressing 1 the first time they login. When pressing 1, Amanda will step them through recording their name and extension greeting, and changing their security code. Once this is completed, they should press 2 to record their personal greeting.

(9) Recording the Personal Greetings

To record a personal greeting, your going to perform exactly the same steps as you did when recording the company greeting and instructions. The only difference is going to be the mailbox number your logged into. To record a personal greeting, call Amanda. When she answers, dial * and enter the mailbox number you wish to log into and then press #, unless you hear "enter your security code". The default security code for all of your mailboxes is 997. Once logged in, press 2 to change your greeting, 1 to select greeting 1, and 2 to record greeting 1. Press # when finished and then 1 to replay, 9 to save or 2 to re-record.

(10) Testing your System

Once your system is configured for your telephone system, it's time to test her out to make sure everything is working. Before testing the system, make sure that all of her ports are connected to your telephone system.

Areas to Test:



- Call Transfers
- Message Waiting Indicators
- Integration

Call Transfers

To test the call transfer process, call into the Amanda system from an external line, if she's not configured to be a full auto attendant yet, have your operator transfer your call to her port extension. When she answers dial the extension number of a mailbox that you have created, Amanda should play "Please hold while I try that extension" and then put your call on hold and ring the extension. Make sure that:

- The extension rings when called.
- You connected to the called party when the call is answered.

Keep in mind that some telephone systems don't support internal station to station transfers. You can prove or disprove this by simulating the call transfer manually using a test set. It's always safer to test your call transfers by dialing in from an external line.

Note: There are two types of call transfers Amanda can perform, blind transfers and supervised transfers. Most newer telephone systems support some type of integration so blind transfers are usually the preferred method because their quick and an immediate connection when you answer the telephone call transferred by Amanda. Supervised transfers are usually used when you have an older phone system which doesn't support some type of integration, you want to use call screening, or you want to use Amanda's call control features with the Messenger client or Unified Messenger. Amanda will automatically perform supervised transfers unless specified otherwise. To have her perform blind transfers either put an "H" in the extension field of each mailbox after the extension number, or put an "H" in the dial code for what to dial after dialing the mailbox extension in the setup utility, telephone system dial codes.

Common reasons for the transfers to fail:

- Your placing a station to station call, and your telephone system cannot transfer calls internally station to station.
- If your disconnected after you hear "Please hold while I try that extension", Amanda's hookflash timer is too long. Find out what the hook flash timer is set for on the telephone system, and set Amanda's hook flash timer to the same value.
- If the caller hears DTMF digits in their ear after hearing "Please hold while I try that extension". Amanda's hook flash timer is too short so she never actually puts the caller on phone system hold to perform the call transfer. Find out what the hook flash timer is set for on the phone system, and set Amanda's timer to be the same value.



Message Waiting Indicators

Always make sure that Amanda can turn on and off a message waiting indicator before leaving the customer site. To do so, leave a test message in a mailbox used for a telephone extension near you. Keep in mind that in order for Amanda to notify you that you have received a new message, you must create message notification templates. One to turn the lamp on, and another to turn the lamp off. Your telephone system type will determine the dial string. For example on a Panasonic KX-TD 1232 to turn the lamp on dial 701 + Ext. To turn the lamp off you must dial 700 + ext.

Leave a test message in a mailbox, and check to see that the message led on the telephone set is turned on. After you have left the message, login to the mailbox and delete the message to make sure Amanda turns the light off.

Common reasons for Message Waiting Indicators to fail:

- You have not created message waiting templates for your mailboxes or your test mailbox. Make sure that you have created a message waiting on and off template for your mailboxes.
- Your telephone system cannot turn on or off message waiting indicators from an analog station port.
- The dial string (method) you have specified to be dialed for message waiting on and off strings is not correct. Using a test set, clip onto the notify port (Amanda's last port) and try to light the message waiting indicator and turn it off manually. If you can, correct Amanda notification templates so the method strings are accurate.
- All of your voice mail ports are not connected to your telephone switching system. Make sure all of your ports are connected before testing message waiting indication.
- Amanda is dialing too quickly for the phone system to recognize all of the digits, try putting a coma “,” in front of your dial string. A coma is a two second pause.

Integration

Most newer telephone systems support some sort of voice mail integration like in-band signaling or SMDI (out-band signaling). To test your integration to make sure that the phone system is correctly forwarding calls to voice mail, make sure that:

- All of the extensions that wish to have voice mail are programmed to forward to the pilot number of the voice mail hunt group.
- Make sure the phone system is programmed to send either in-band signaling or SMDI integration to Amanda with the forwarded call.

To test to make sure that integration is working, from an external line, call either Amanda or the operator, and have your call transferred to a test extension. Let the extension ring and

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then forward to voicemail. When the voice mail answers you should hear the personal greeting of the extension you dialed like “Hi this is Debbie, I’m away from my desk etc.”. If you don’t, and you hear the main company greeting, then either your phone system is not sending an in-band or out-band (SMDI) integration or Amanda is not configured correctly to receive it.

Common reasons for integration to fail:

- You did not choose the proper telephone switching system in the Amanda setup utility. Or you chose it, but you did not stop and start the Amanda service for the changes to take effect.
- The telephone system is not sending any in-band signaling or SMDI with the call. You can easily test for this by monitoring the port that your call is being forwarded to with your test set. You should hear the DTMF digits being sent by the phone system in your ear. You can also monitor the SMDI port using a laptop to see if you receiving any information from the phone system.
- The phone system you installed Amanda on is newer than the one listed in setup and the integration patterns have changed. You can capture what the telephone system is sending using a digit grabber or Amanda’s trace feature in the Monitor client. Once you find out what the phone system is sending, write new integration patterns accordingly. See the installation manual for more information about writing integration patterns.