

# Using Amanda Smart Web Client

## Introduction

Amanda Smart Web client is a browser based web client used to retrieve voicemail messages, change mailbox settings, and to control incoming calls from the Amanda Portal server. Being browser based makes it easy to access the Amanda Portal system from anywhere within the office network or even the Internet.

This document outlines how to login and use Amanda Portal's browser based web client to retrieve messages, change mailbox settings, and use call control. In order to listen to messages the PC you're accessing the server from must have a sound card and PC speakers installed.

## Accessing Amanda Portal from a Web Browser

To access Amanda Portal using a web browser such as Microsoft's Internet Explorer point your browser to the IP address (or domain name) of the Amanda Portal server PC. After doing so you'll be welcomed and offered the option to "Login" or go back to the previous screen (as shown in figure 1).

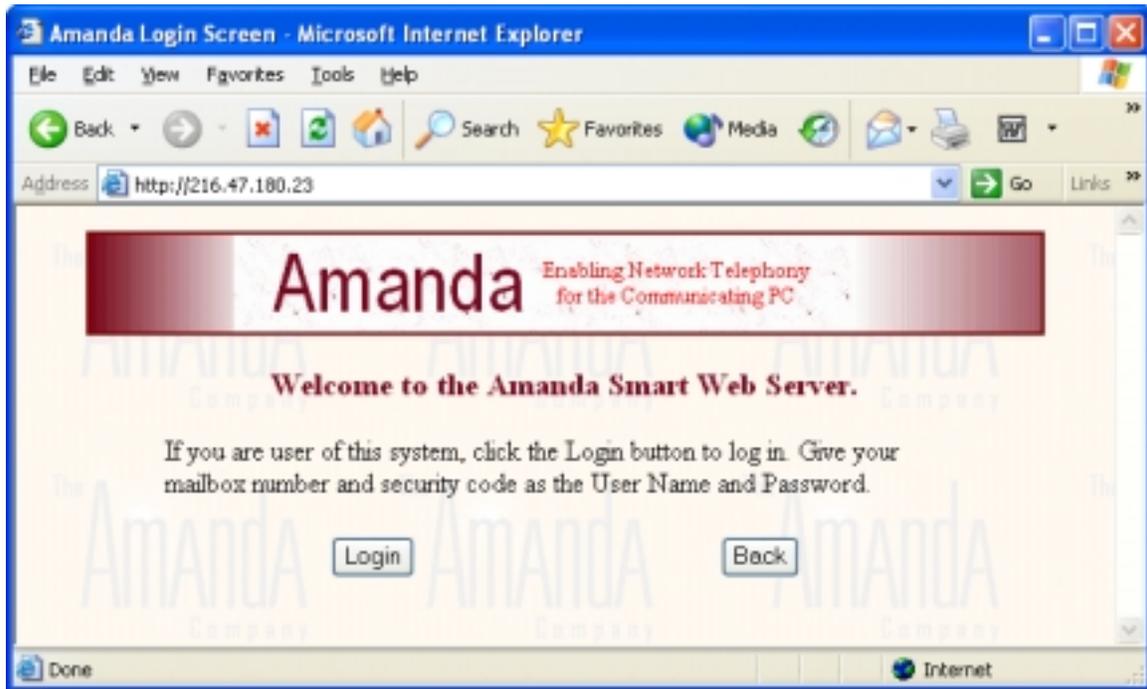


Figure 1

To start the login process, click the "Login" button. Clicking the "Back" button will take your browser back to the previous screen.

## Logging into a Mailbox

To login to a mailbox, click the login button. After clicking login you'll be prompted to enter a "User name" and "Password" (as shown in figure 2).

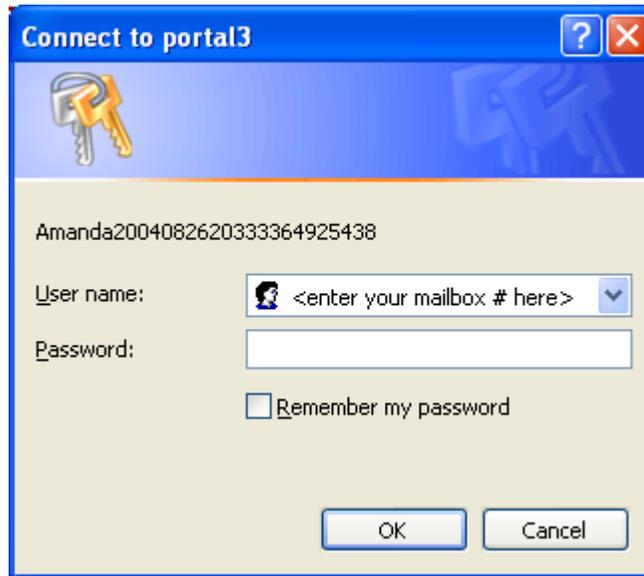


Figure 2

*User name*     Enter the mailbox number you wish to login to.

*Password*     Enter the mailbox password.

After entering in a mailbox number (as the "User name") and the mailbox password, click the "Ok" button to login to the mailbox.

## Using the Links

Once logged in you'll immediately notice four links at the top of the screen. These links are used to access different pages within the web client. For example, to access your messages, click the Messages link. To change mailbox settings, click the Mailbox Settings link, etc.

The default-starting page is "Mailbox Settings". You can click on any of the links to access or to change your options. A brief summary of what you can do by clicking on each link is:

Messages                     Click on the messages link to access your voicemail and fax messages. The messages page consists of three areas, new messages, saved messages, and the trash bin.

<u>Mailbox Settings</u>	Click on the mailbox settings link to view or modify a mailbox's configuration.
<u>Call Control</u>	Click on the call control link to enable or disable call control. Call control can only be used when Amanda Portal is configured to perform call supervision.
<u>Logout</u>	Used to logout of the web client.

## **Blinking Light Descriptions**

Below the links for the different pages (Messages, Mailbox Settings, and Call Control) you'll notice three buttons. Each button has a specific purpose.

<i>New Message</i>	Flashes red when a new message is received in the mailbox.
<i>New Call</i>	Flashes red when a new call has been received after Call Control has been activated. For more information see "Call Control" on page 11.
<i>Disconnected</i>	Flashes red when the web client has been disconnected from the Amanda Portal server. The user can still view and manipulate messages and change mailbox settings, but will not receive new messages or call notifications.

## Messages

To access messages, click on the [Messages](#) link, this takes you to the messages page. On this page you can access new messages by clicking the “Display New” button, access saved messages by clicking on the “Display Saved” button, or delete messages by clicking the delete checkbox next to a message, clicking “Update Marked” sending the message to the trash bin. Figure 3 shows mailbox 2020 has received 4 new messages.

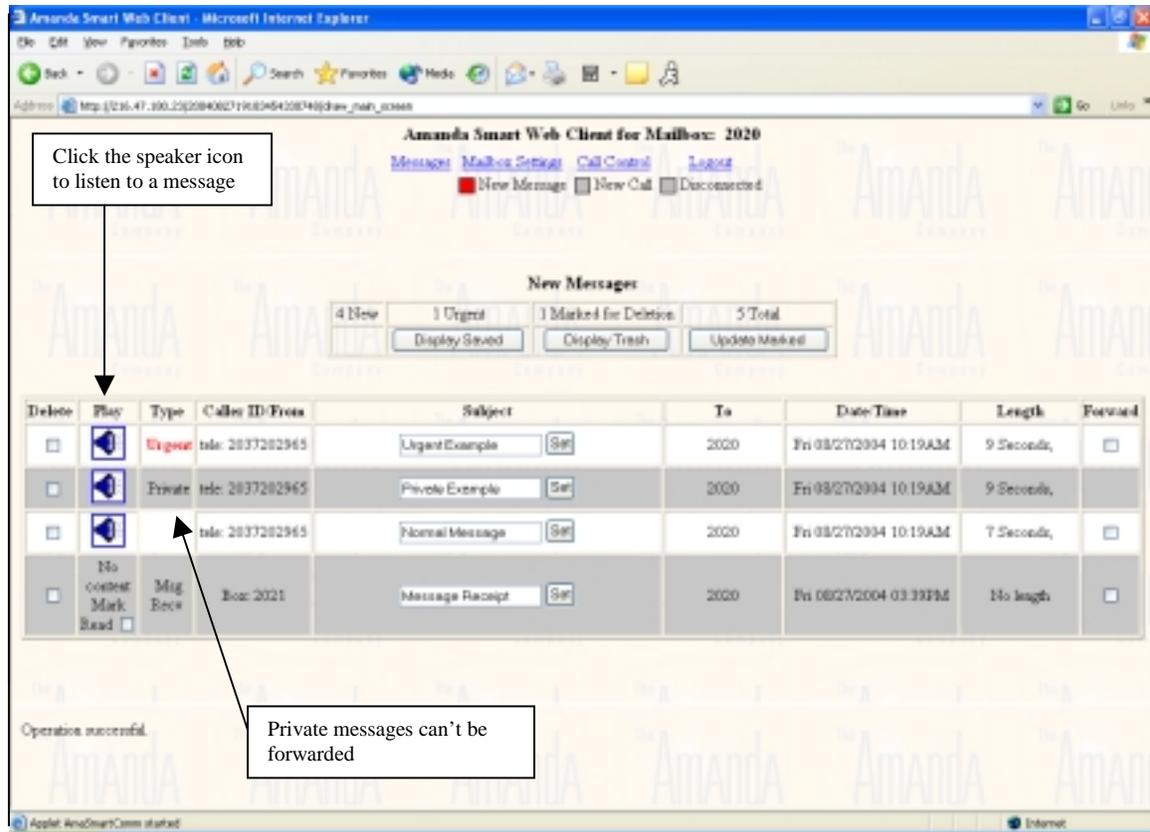


Figure 3 – New Messages

Initially, when clicking on the [Messages](#) link, it'll display your new messages first. If you don't have any new messages, your saved messages will be displayed instead. To access saved messages or the trash bin click on the “Display Saved” or “Trash Bin” buttons.

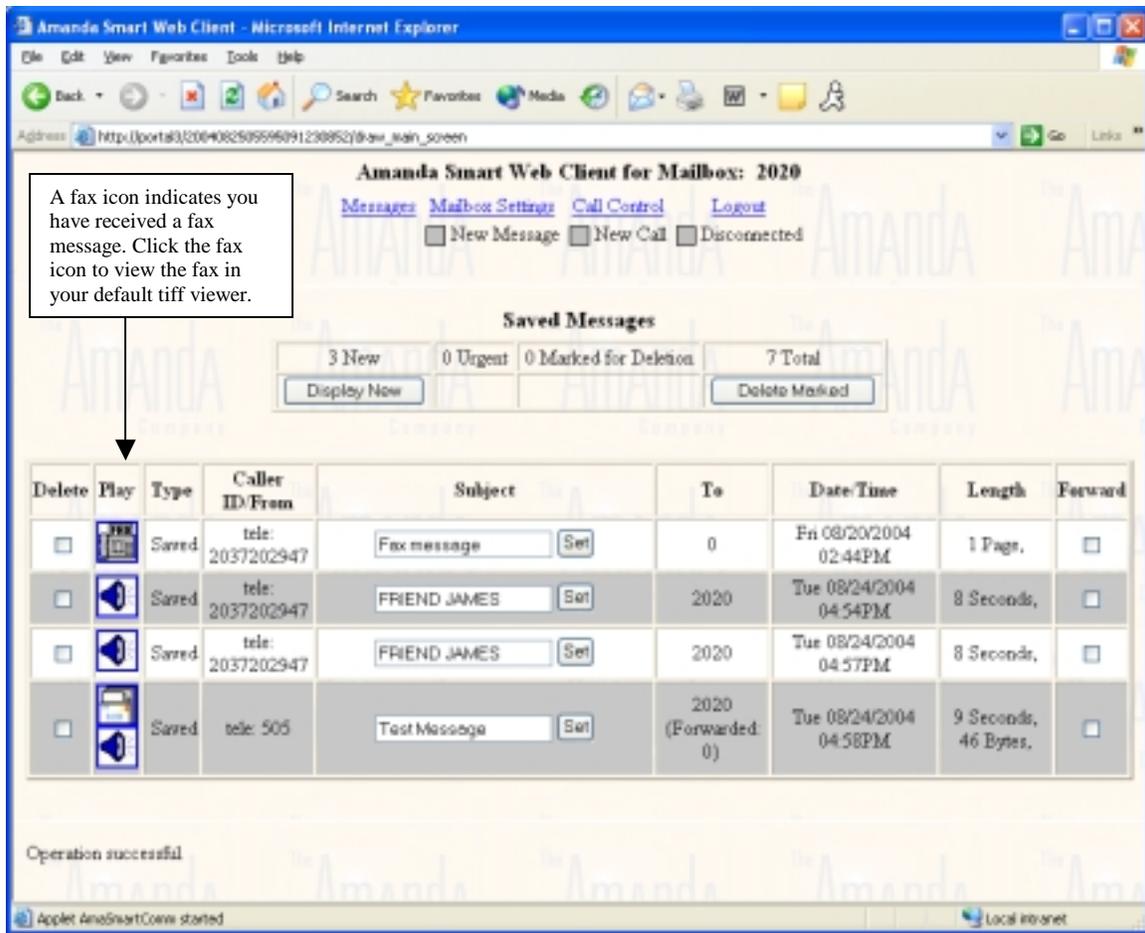


Figure 4 – Saved Messages

Within the messages page, you can perform the following options by clicking on the appropriate check box, icon, or button. The following lists each option with an explanation of what it's used for.

**Delete** Click the delete check box next to a message to mark it for deletion. Click "Update Marked" to move messages marked for deletion to the trash bin. Emptying the trash bin deletes the messages from the mailbox. Additionally, closing the browser or logging out of the web client will empty the trash bin.

**Play** Click on the speaker icon to play an audio message. The icon below the play column can be a speaker (indicating an audio message), a fax machine (indicating a fax message), or a page (indicating a text message).

**Type** Indicates the type of message. Messages can be any of the following types:

New, Saved, Urgent, Private, Return Receipt

Figure 4 shows how the icon for a message type can be a fax machine indicating a fax, or a page indicating a text message in addition to a voice message.

<i>Caller ID/From</i>	Indicates the caller id / ANI number of the caller (if available for external calls) or the mailbox number of who sent or forwarded the message (if it's an internal call).
<i>Subject</i>	If caller id name is present, the caller id name will be assigned to the subject field. Additionally, the subject field can be used to assign information about the caller to the message for later review such as their name or telephone number. To update the subject text enter the text information the subject field and click set.
<i>To</i>	Indicates whom the message was originally recorded for. If the "To" says your mailbox number, it was originally recorded for you.
<i>Date/Time</i>	Shows the date and time the message was originally recorded.
<i>Length</i>	Shows the length of the message in seconds for voice messages and number of pages for fax messages.
<i>Forward</i>	Click on the check box to forward a message to another mailbox. After clicking on the forward check box, a window will pop up prompting you to select whom you want to forward the message "To" and also lets you append text with the message.
<i>Display Saved</i>	Clicking display saved will take you from your new messages to your saved messages. This button will only be available when you have saved messages.
<i>Display New</i>	While reviewing your saved messages or the trash bin you can click "Display new" to take you back to your new messages. This button will only be present when you have new messages.
<i>Update Marked</i>	To delete a message, it must be marked for deletion by clicking on the delete check box next to the message. Once a message is marked for deletion you must click on the update marked button to send that message to the trash bin.
<i>Display Trash</i>	Click this message to see which messages you've sent to the trash bin.

*Empty Trash*

Clicking on the “Empty Trash” button will delete all messages currently in the trash bin.

*Undelete Marked*

While in the trash bin you can undelete a message if it was sent to the trash bin by mistake. When this is done the message is sent back to “Saved Messages”.

Message Summary

Above the buttons for “Display New”, “Display Saved”, and “Display Trash” you’ll notice the statistics for the number of messages in the mailbox. For example, figure 3 above shows 3 new, 0 urgent, and 7 total messages in mailbox 2020.

## Mailbox Settings

This page is used to modify mailbox settings (as shown in figure 5). Features for a mailbox can be turned on and off by clicking on the appropriate check boxes or changing the current values. Some settings are only viewable (such as directory names), and others can be changed.

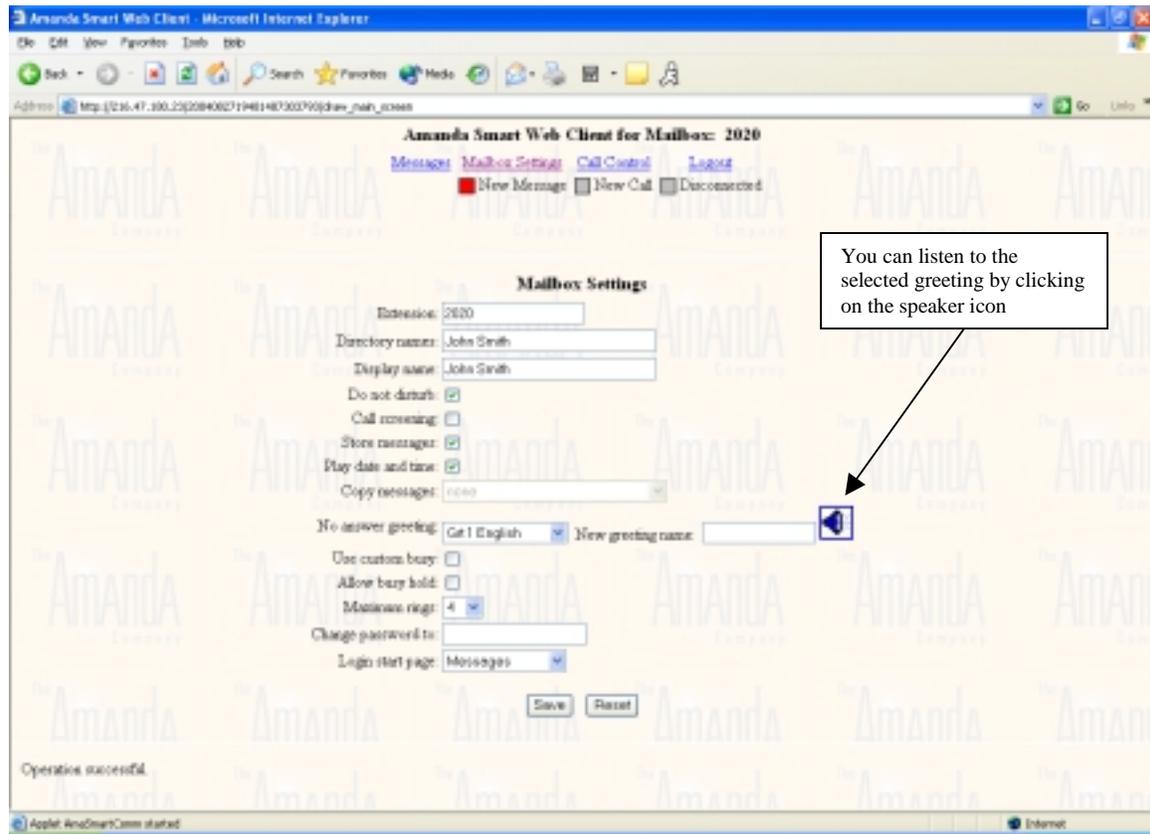


Figure 5 – Mailbox Settings

The following list explains what each setting is used for:

- |                        |  |
|------------------------|--|
| <i>Extension</i>       | Used to change the extension number assigned to your mailbox. Internally, within the office your extension doesn't normally change. This is useful when traveling or outside the office. |
| <i>Directory names</i> | This is normally assigned to a first and last name (but not limited by two entries), you can also enter additional aliases, which will also be used when callers dial the 411 directory. |
| <i>Display name</i>    | This is used to assign a textual counterpart to the name/extension and will be shown in addition to the mailbox number when looking at the mailbox lists.                                |

<i>Do not disturb</i>	Used to toggle do not disturb on or off. When a mailbox is in do not disturb, calls will not be transferred and will go directly to voicemail instead.
<i>Call Screening</i>	Used to toggle call screening on and off. When enabled, Amanda will screen calls for you and tell you who's calling. When your phone rings, you can press 1 to accept (connecting the call to you) or 2 to reject (sending the caller to voicemail).
<i>Store Messages</i>	When enabled, the mailbox will record messages when calls are not answered. If disabled, the mailbox will not receive messages.
<i>Play date and time</i>	When enabled, Amanda will play the date and time a message is recorded when retrieving messages using a telephone. Play date and time does not apply when playing messages using a browser.
<i>Copy messages</i>	When enabled, messages will automatically be copied to the specified mailbox.
<i>No answer greeting</i>	Determines what greeting is played when a mailbox is dialed and the extension is not answered.
<i>New Greeting name</i>	Allows a mailbox user or administrator to assign greeting names to reflect what greetings are used for. Common greeting names would be "day" for greeting 1 and "night" for greeting 2.
<i>Use custom busy</i>	When enabled, Amanda will play your custom busy message when you receive a call while you're on the phone. You must record a custom busy message using the telephone in order to use this option.
<i>Allow busy hold</i>	When enabled, callers can press * to hold for a busy extension. When disabled, callers cannot hold when an extension is busy and instead are forced to leave a message.
<i>Maximum rings</i>	Controls the maximum number of times Amanda will ring the telephone before she decides your away from your desk and recording a message. Maximum rings only applies when Amanda performs a supervised transfer.
<i>Change password to</i>	Used to change the password of the mailbox to a new password.
<i>Login start page</i>	Determines which page will be used as the starting page when logging into a mailbox via web browser. The default starting page is "Messages".

*Save*

Click the save button after making any changes to the mailbox settings. Changes must be saved in order for them to go into effect on the server.

*Reset*

Clicking reset will clear any changes made to the mailbox settings that have not yet been saved (refreshing the screen with the current saved values).

## Call Control

Using call control provides the user a way to route calls manually. After call control is enabled, the owner of the mailbox will be notified when a new call is received. At that point, you answer the call, put the caller on hold, transfer the caller to another mailbox, or send the call to voicemail where the caller can record a message. Figure 6 shows the Call Control screen with a call waiting to be answered. You'll notice that the caller has been holding for 44 seconds for mailbox 171.

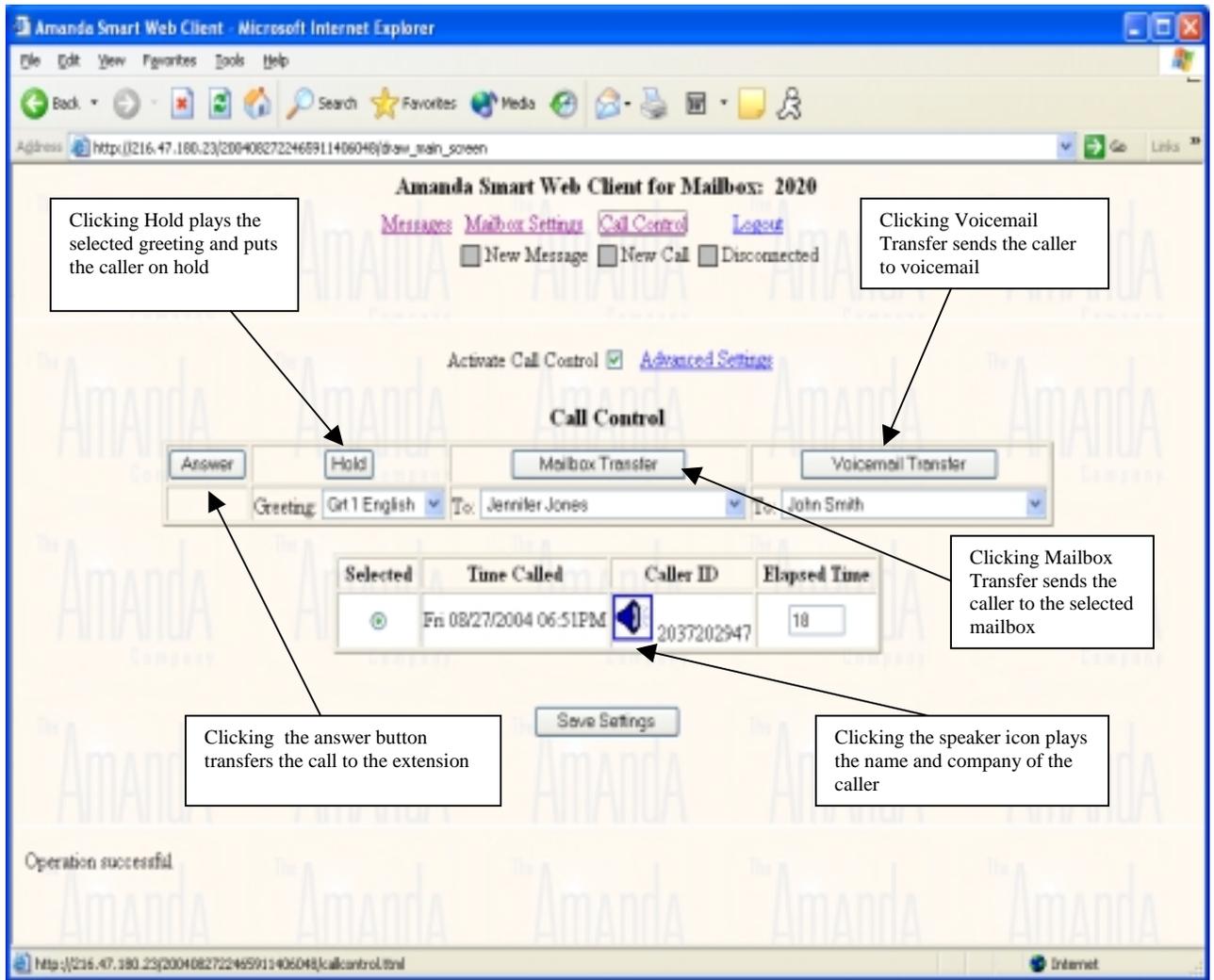


Figure 6 – Call Control

The following list indicates what the call control buttons are used for.

### *Activate Call Control*

Turns on the call control feature. When enabled, callers will be screened. In order to use call control, your mailbox must be configured for a supervised or automatic transfer,

and the CREATE QUEUE privilege must be enabled for that mailbox.

*Answer*

When a new call is received, click answer to send that call to your extension where it can be answered.

*Hold*

Click hold to put the caller on hold. You can play a custom hold greeting telling the caller you'll be with them shortly.

*Mailbox Transfer*

Used to transfer the caller to another mailbox (useful when you'll be on the phone for a while) and someone else in your department is available.

*Voicemail Transfer*

Sends the caller to voicemail where they can record a message for you, or another user.

*Save Settings*

Click save settings to update the changes you've made to you call control settings to the server.

*Advanced Settings*

Used to apply special routing methods to specific telephone numbers. For example, telephone numbers can be added to bypass call screening, send callers directly to voicemail, bypass do not disturb, and automatically transfer to another mailbox. Figure 7 shows the advanced settings options.

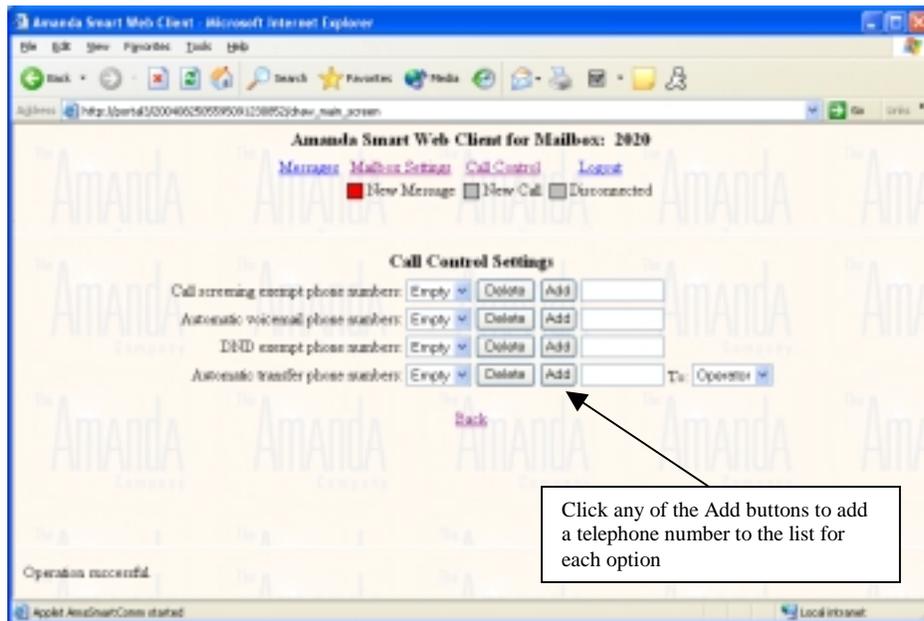


Figure 7