

# Amanda SOHO Flash

## Quick Installation Guide revision 1.0


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This guide is intended to help setup your new Amanda SOHO Flash quickly and efficiently. For additional documentation such as a full installation and administration manual, telephone users guide, or telephone switching systems guide please visit our web site at

**<http://www.theamandacompany.com/support>**

For information about how to program your telephone system for voicemail, please refer to your telephone system manual, or contact the manufacturer of your telephone system. Make sure you assign all the voicemail ports to a hunt group and that the type is set to voicemail (this will usually enable system integration).



Note: Whenever you see the phone icon  call Amanda SOHO Flash.

### 1) Unpacking the System

Carefully unpack the Amanda SOHO Flash system from the box. Also unpack the power source for the unit and put it aside.

### 2) Mounting the System

Find a good place to mount the SOHO Flash unit on the wall near the telephone system. Carefully mount the system to the wall.

### 3) Connecting Ports

Connect four analog extensions from the telephone system to ports 1 through 4 on the Amanda SOHO Flash unit. Ports 1 through 4 are labeled lines 1-4.

Ports 1-4 are RJ11's and each use only the center pair for each port (tip & ring / the green and red pair).

Note: Port 4 is the notification port. All message notification will be dialed this port. If you don't have four analog ports available on your telephone system, make sure port 4 is one of the active ports. For example, if there are only 3 extensions available, connect ports 1, 2, and 4.

### 4) Powering the System On

The system does not have an on/off switch. Connecting power and removing power will turn the system on and off. Power the system on by connecting its power source to it. The system will take approximately 2 minutes to boot up.

### 5) Logging into a Mailbox

Amanda SOHO Flash is programmed using a touch-tone telephone. Mailbox 999 acts as the system administration mailbox, and is used to program Amanda. Mailbox 999 has a special administration mode that none of the other mailboxes have. To program Amanda SOHO Flash you'll need to become familiar with the login process.

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Using a touch-tone telephone call Amanda. When the system answers you'll hear "Thank you for calling". To log into a mailbox, first you must press...



\* to enter user mode, then you'll be prompted to "enter your mailbox number, finish by pressing the # sign".

At this point you can enter any mailbox number such as a personal mailbox, informational, or the system administration mailbox 999. All system administration is done from mailbox 999. The exception is that scheduling greetings and menus for each mailbox is done by logging into that respective mailbox.

Press **999** + **#** (the system administrator mailbox) then you'll hear "enter your security code, finish by pressing the # sign".

Press **999** + **#** again (the default security code for mailbox 999 is 999) and you'll be logged into user mode.

Note: The default security code for all new mailboxes is the mailbox number. For example, if you create mailbox 101, the default security code for that mailbox is 101. The default security code for all of the default mailboxes is the same as the mailbox number (for example the starting mailbox 990's security code is 990, mailbox 991's security code is 991, and mailbox 0's security code is 0) etc.

## 6) Selecting the Telephone System Type



Log into mailbox 999 (as shown in step 5). From the top of the menu press...



**384** + the number for your PBX (using the PBX list below)+ **#**

After choosing your telephone system type, press **999** to return to the top of the menu.

Dial **351** to perform a warm system reboot.

Note: The system must be rebooted in order for new PBX type to be enabled.

| PBX                             | Number |
|---------------------------------|--------|
| 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    |

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|  |     |
|--|-----|
| 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 |
| 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 |

<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.

Important Note: If your telephone system / PBX is not listed, choose the closest possible match. In some cases, you'll need to edit the C:\AMANDA\PBX.DB\1001.pbx file to make adjustments to dial codes and integration patterns. This can be done by connecting to the system remotely (typically using hyper-terminal) via null modem using the console port, or modem. For more information on editing dial codes or integration patterns see "Installing and Administering Amanda SOHO Flash" or contact technical support for assistance.

## 7) Setting the System's Date and Time



Log into mailbox 999 (as shown in step 5). From the top of the menu dial...

**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.).

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### 8) Setting the Operator's Extension



Log into mailbox 999 (as shown in step 5). From the top of the menu dial...

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

Defining the operator's extension sets the extension number for mailbox 0.

Note: To save time, after setting any of these options you can press **999** to return to the top of the menu. Then continue onto the next step.

### 9) Setting the Fax Machine's extension



Log into mailbox 999 (as shown in step 5). From the top of the menu dial...

**8** + **4** + **6** + enter the extension + **#** (Amanda will repeat the extension number)

If your not connecting a fax machine to an extension and don't want to use Amanda's fax tone detection feature, skip this step.

### 10) Creating Personal Mailboxes

Amanda SOHO Flash supports two types of mailboxes, personal, and informational. The difference between a personal and informational mailbox is that a personal mailbox will record messages while the informational will not. Personal mailboxes are for users who want to receive voicemail messages while informational mailboxes provide information only.

**To create a single personal mailbox:**



Log into mailbox 999 (for login instructions, see step 5), 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 step 5), once logged in press...

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

### 11) Creating Informational Mailboxes

Informational mailboxes are used to play a greeting and offer the caller options. Informational mailboxes cannot store messages. A good example of informational mailboxes are the system's starting mailbox 990 and instructional mailbox 991.

**To create an informational mailbox:**



Log into mailbox 999 (for login instructions, see step 5), once logged in press...

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

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



Log into mailbox 999 (for login instructions, see step 5), once logged in press...

**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.

## 12) Deleting a Mailbox

**To delete a mailbox:**



Log into mailbox 999 (For login instructions, see step 5), once logged in press...

**8** + **4** + **3** + enter mailbox + **#** + **1** (to confirm)

## 13) Changing a Mailbox's Security Code.

**To change a mailbox's security code:**



Log into mailbox 999 (For login instructions, see step 5), once logged in press...

+ **8** + **4** + **4** + enter mailbox + **#** + enter new security code + **#** + re-enter new security code + **#** (to confirm)

## 14) Creating Single Digit Menus (0-9)

Every mailbox can have its own set of menus (using 0-9). These menus are setup by logging into each individual mailbox. For example, mailbox 990 (the system's starting mailbox) and mailbox 991 (the instructions mailbox) usually have a few menus. For example, mailbox 990's greeting might say "Thank you for calling the Amanda Company", and mailbox 991's greeting might say something like "if you know the extension of the person you wish to reach please dial it now, or press 1 for sales, 2 for technical support, 411 for a company directory or hold for assistance".

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



Login as that mailbox (For login instructions, see step 5), once logged in press...

+ **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:**

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Login as that mailbox (For login instructions, see step 5), once logged in press...

**4**

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



Login as that mailbox (For login instructions, see step 5), once logged in press...

**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 step 5), once logged in press...

**3**

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

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



Login as that mailbox (For login instructions, see step 5), once logged in press...

**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 step 5), once logged in press...

**3**

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

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



Login as that mailbox (for login instructions, see step 5), once logged in press...

**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 step 5), once logged in press...

+ **3**

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

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### 15) Recording Greetings

Amanda's starting mailbox is 990. When you call Amanda, as the caller you'll hear mailbox 990's greeting 1 first. This mailbox is called the welcome or starting mailbox. The default greeting for mailbox 990 says "Thank you for Calling". After that greeting is played, the caller is sent to the instructions mailbox, mailbox 991. Mailbox 991's default greeting says "to reach the person you are calling, enter their extension, for an employee directory enter 411, to speak to the operator press 0 or stay on the line".

As the installer, you'll need to either record the company greetings (mailbox 990 greeting 1) and instructions greeting (mailbox 991 greeting 1) or help one of the users on site customize them for their company.

Every mailbox has 3 greetings (1-3). Greetings 1 and 2 are typically used as the opening (greeting 1) and closed (greeting 2) greetings. Greeting 3 is used as the holiday greeting.

If you wish to schedule an opening and closed greeting, make sure you record greetings 1 and 2. See scheduling greetings for more information.

#### To record a mailbox greeting:



Login as that mailbox (for login instructions, see step 5), once logged in press...

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

#### After recording the greeting message you can 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

Press **9** to save the recording when done. After you've finished recording a greeting you can press 9 to return to the greeting selection menu again and record another greeting if you wish.

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### 16) 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.

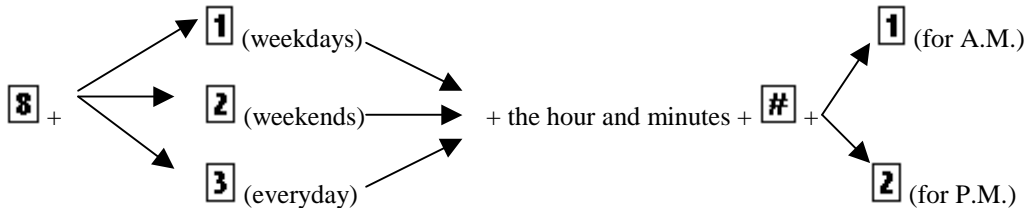
Notice that you cannot schedule the system greeting (greeting 0) – although you can make it the current greeting.

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



Login as that mailbox (for login instructions, see step 5), once logged in press...

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



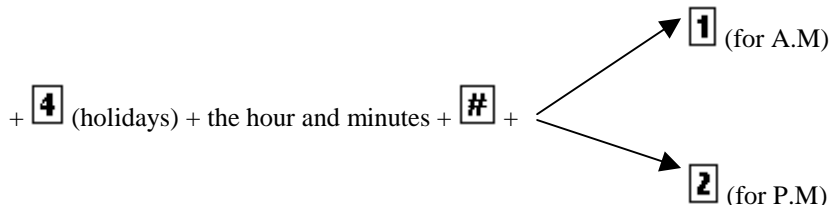
Note: Use 1 or 2 digits for the hour and 2 digits for the minutes. If you use 13 through 23 for hours after noon, you are not asked whether you meant A.M or P.M.

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



Login as that mailbox (for login instructions, see step 5), once logged in press...

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



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

### 17) Creating a 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 mailbox 999 (for login instructions, see step 5), once logged in press...

**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 the holiday list:



Log into mailbox 999 (for login instructions, see step 5), once logged in press...

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

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

### 18) Connecting to Amanda SOHO Flash via null modem.

To connect to Amanda SOHO Flash via null modem, connect a null modem cable from your laptop or remote PC to the console port on the SOHO Flash unit. Using HyperTerminal configure the connection for 57600, 8, N, 1, and a VT100 emulation. This type of remote connection can only be used to edit configuration files, view trace information, and troubleshoot problems. You can also use this type of connection to edit your message waiting on and off sequences.

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### **19) Connecting to Amanda SOHO Flash via modem.**

To connect to Amanda SOHO Flash via modem, using your remote PC and modem, call the SOHO flash unit using HyperTerminal configured for 115200, 8, N, 1, and a VT100 emulation. The SOHO flash has a built in modem. To turn the modem on after a port answers dial ###. You'll be prompted to "Enter Password" after about 10 seconds. The remote password is "CALLHELP".

### **20) How to Contact US**

Toll Free at 1-800-800-9822 (from 9:00am to 8:00pm Eastern, Monday through Friday, excluding holidays)

Note: You'll need your Dealer PIN to hold for a technician, or you can record a message and a technician will call you back.

Email: [supportrequest@taa.com](mailto:supportrequest@taa.com)

Note: You must set your subject to "AmandaTechSupport"

Web: <http://www.theamandacompany.com/support>