

# Amanda@Mini-SOHO Quick Setup

## Using the Voicemail Utility Program (VUP)

### 1) Physical Installation

- Remove the Mini-SOHO from the box. Hang it on the wall using the template provided with the system.
- Connect power to the Mini-SOHO.
- Connect the Mini-SOHO to 2 or 4 PBX extensions.

### 2) Installing the VUP software on your Laptop or PC

- Insert Disk 1 of 2 in your floppy drive.
- Click Start => Run, and type A:\Setup and press enter to launch the VUP Installation wizard, follow the prompts on the screen.
- When the installation is finished, remove the floppy from your drive.

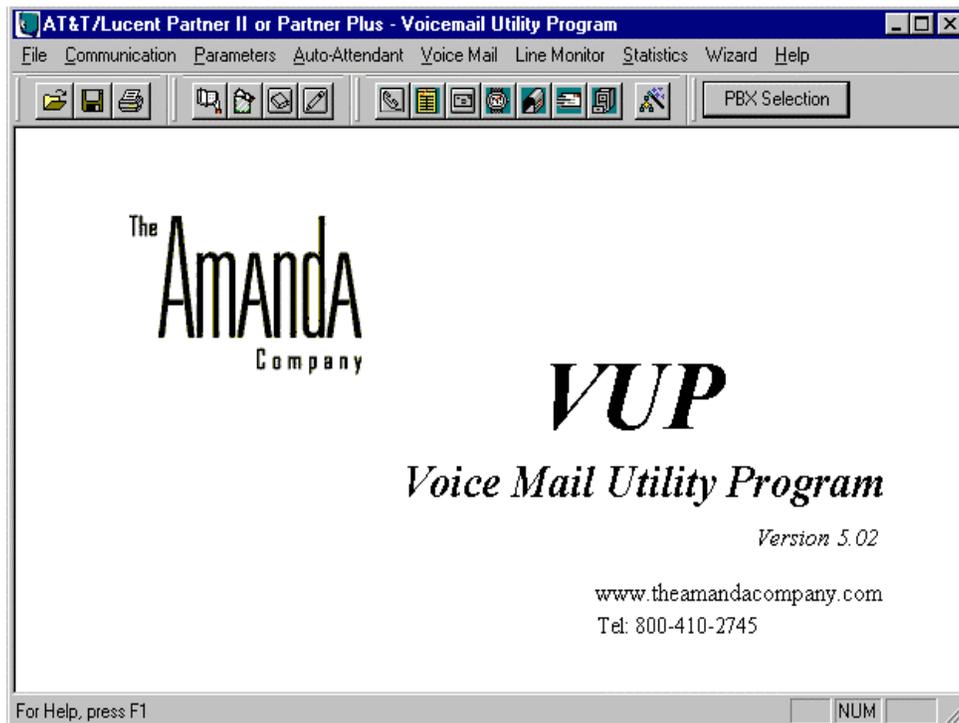
### 3) Connecting your Laptop or PC to your Amanda@Mini-SOHO

- Using the 9-pin serial cable provided with the Amanda@Mini-SOHO, connect one end to an available COM port on your laptop or PC and the other end to the 9-pin connector on the Mini-SOHO.

*Important Note:* The cable provided with the Mini-SOHO is a straight through serial cable. Null modem cables and adapters will not work with the Mini-SOHO. Please use the cable provided with the Mini-SOHO.

### 4) Connecting to the Amanda@Mini-SOHO for the First Time

- Click Start => Programs => VUP 5.02 => VUP 5.02 to start the voicemail utility program.
- Once the VUP is running, you'll see the following screen:

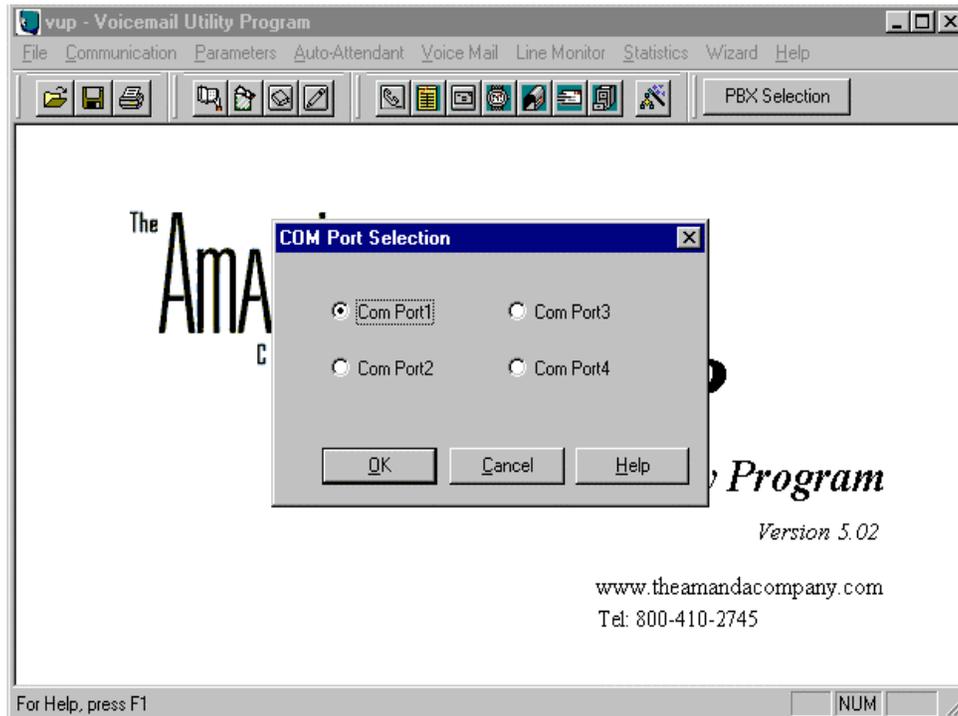


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### 5) Configuring your COM Port

- Click on the “Communication” menu and “COM Port” to open the COM Port Selection window. As default, the VUP is configured to use COM 1 to receive and send data from and to the Mini-SOHO. If your PC or laptop is NOT using COM1 you MUST change the COM Port selection to the COM port you’re using on your laptop or PC. You’ll see the following screen, click the appropriate radio button for your COM port.



### 6) Using the VUP

Using the voicemail utility program (VUP) is the quickest and easiest way to configure your Amanda@Mini-SOHO system. It's possible to program the Mini-SOHO via touch-tone telephone, however it's much more time consuming. Now that you're ready to use the VUP, you need to do the following:

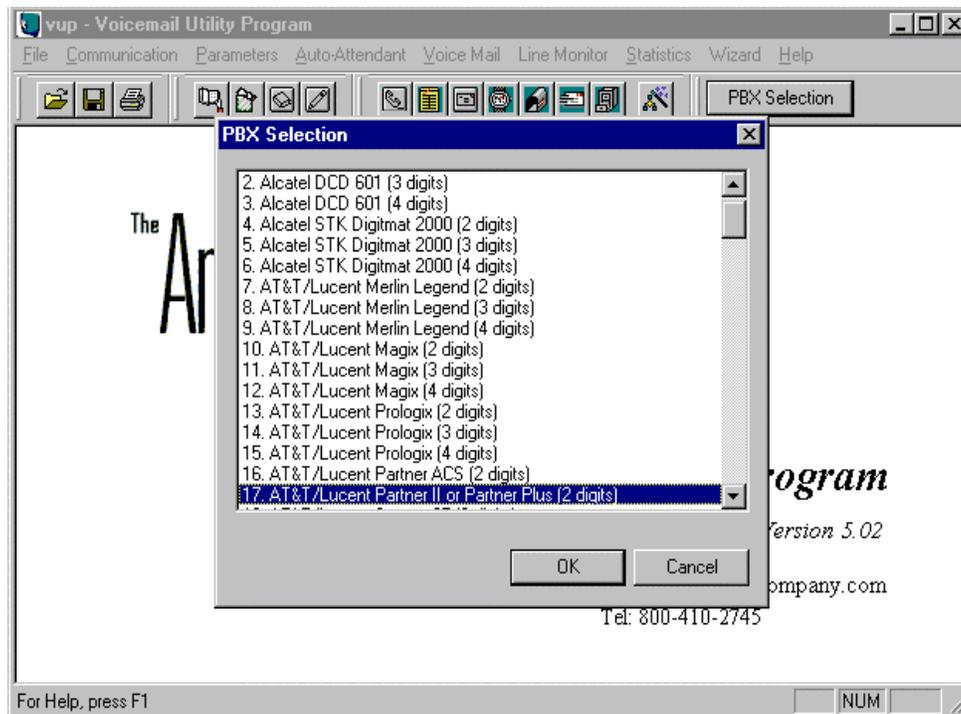
- Select your PBX type
- Run the Wizard to customize your system

### 7) Making your PBX Selection

- Click on the PBX Selection button. You'll see the following list of PBXs:

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- Scroll through the list of PBX types and click on the closest possible match to your telephone system. In the example screen above, the AT&T/Lucent Partner II is selected.
- Click OK to choose your selection.

*Important Note:* You MUST select your PBX type **BEFORE** running the installation wizard. After your system is configured don't change your PBX selection, instead you MUST modify your configuration parameters using either the wizard or menu options.

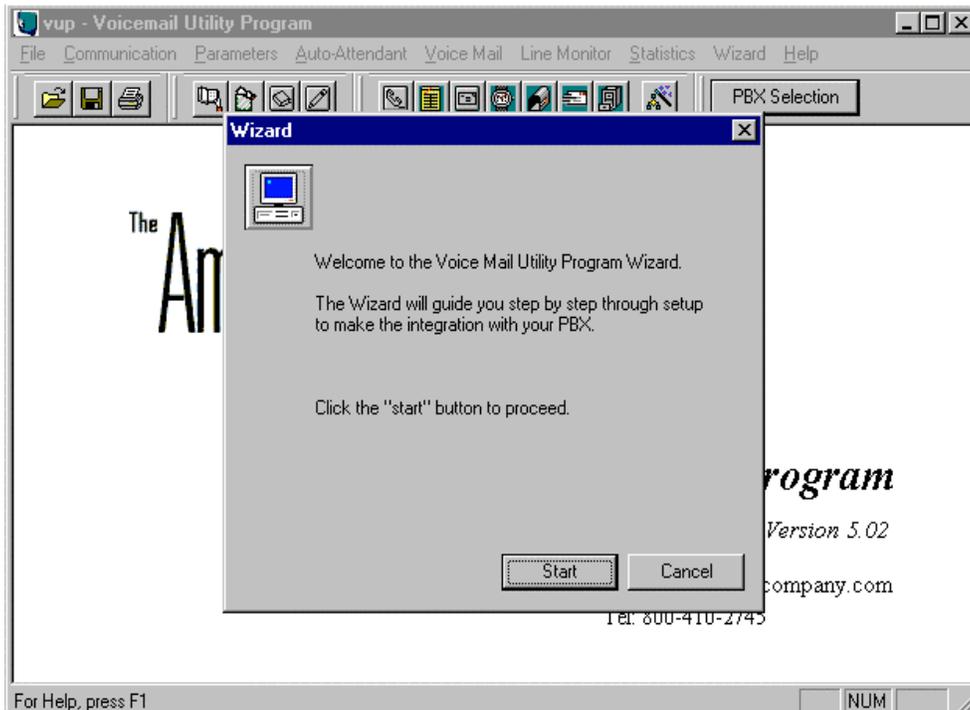
### 8) Running the Installation Wizard

The installation wizard is a useful tool, which helps you quickly configure your [Amanda@Mini-SOHO](#) system. When using the installation wizard, you will define your operator's day and night mode extension, PBX's legal extension range, transfer mode, create mailboxes, verify and edit your message waiting codes, verify and edit your integration patterns, update your starting script 00 with menu and or call transfer options.

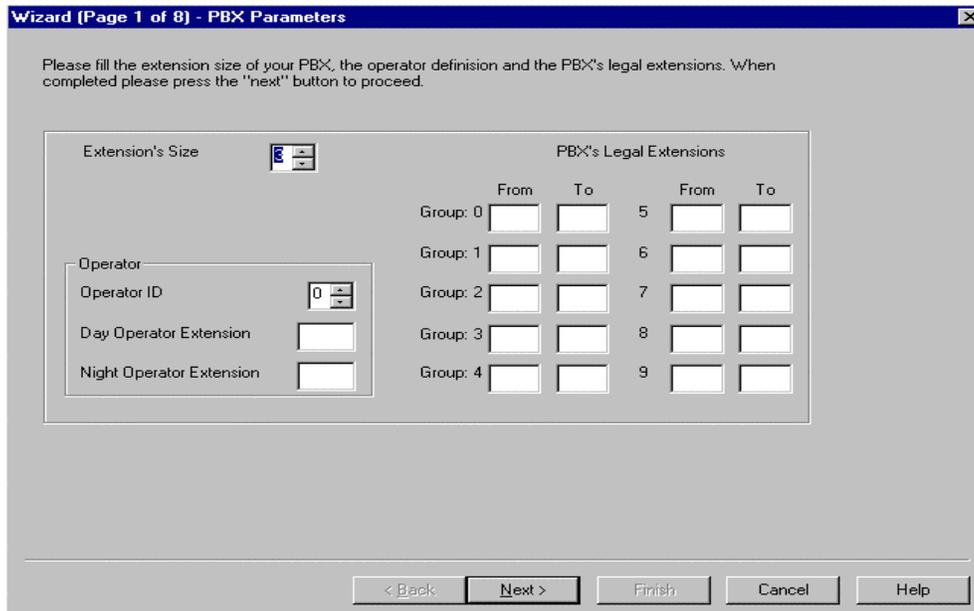
After clicking on the wizard menu option and clicking start you'll see the following welcome screen:

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- At the Wizard welcome screen, click the start button to proceed. Next you'll see page 1 of 8 used to configure your system. Here's what you'll see:



### 9) Defining your PBX Parameters

- On page 1 you should define your day and night operator extension. You should also verify that your extension size is set to the correct number of digits. Please note that you can have 2, 3, or 4

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digit extensions but cannot mix and match. Enter the extension number you wish to designate as your day and night mode operator. This is where callers will be sent when they press 0 during day and night mode. Next, you must define at least 1 group of PBX legal extensions. For example, if you have 2 digit extensions and your valid extension range is 10-30 under Group 0, set the “From” field to 10 and the “To” field to 30. You must set this legal extension range if you wish the Mini-SOHO to have the ability to transfer calls to the defined extension range. Click next to continue on to the next page and you’ll see:

Wizard (Page 2 of 8) - PBX Parameters

On this screen please choose the transfer mode parameters. (Only fill in the available spaces).

Transfer Mode

Operator

Non Supervised

Semi Supervised

Supervised

Other Extension

Non Supervised

Semi Supervised

Supervised

Transfer Code: &X

Recall from Busy Code: &

Recall from No-Answer Code: &

Hook Flash1 Time (&): 600 msec

Hook Flash2 Time (@): 1200 msec

Time to Wait for No-Answer: 20 sec

Voice Sensitivity: 5

Disconnect Code: ###

Busy Tone

Busy Tone On-Time: 500 msec

Busy Tone Off-Time: 500 msec

< Back Next > Finish Cancel Help

### 10) Additional PBX Parameters

- On page 2, you should set the transfer mode for the operator, and for all other extensions. If your telephone system supports in-band signaling (DTMF signaling) you should leave the transfer mode set to non-supervised. If your telephone system doesn't support integration or you don't know how to program your telephone system to utilize integration, set the transfer mode to supervised for both the operator and the other extensions. Other things you can define on page 2 are the telephone system disconnect code (if your telephone systems sends DTMF digits to signal a hang-up occurred), the transfer code (how to put a caller on transfer hold and what to dial after; an "&" represents a hook-switch, "X" represents the extension number, and "p" represents a pause). You can also increase or decrease your hook-flash timer if needed. Click next to proceed to page 3 and you'll see:

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On this screen a range of mailboxes can be opened.

From  To  Local Notification:

Mbox	Type	Announcer	Pswd	Local Notif.	Allowed	Phone
10	Real	No	1234	None	No	No
11	Real	No	1234	None	No	No
12	Real	No	1234	None	No	No
13	Real	No	1234	None	No	No
14	Real	No	1234	None	No	No
15	Real	No	1234	None	No	No
16	Real	No	1234	None	No	No
17	Real	No	1234	None	No	No
18	Real	No	1234	None	No	No
19	Real	No	1234	None	No	No
20	Real	No	1234	None	No	No
21	Real	No	1234	None	No	No
22	Real	No	1234	None	No	No

Total Number Of Mailboxes:  Supervisor's Mailbox:

< Back Next > Finish Cancel Help

### 11) List of Mailboxes (Mailbox Creation)

- Page 3 is where you build your mailboxes. The Mini-SOHO supports 2 types of mailboxes, real and virtual. Real mailboxes are associated to a physical telephone extension where virtual mailboxes don't have any association to an extension.
- You can create a mailbox by clicking add, or create a range of mailboxes by filling in the "From" and "To" fields and clicking on the "Create Range" button.. The total number of mailboxes allowed on the system is 99 for a 2 digit-dialing plan, and 128 with a 3 or 4 digit dialing plan. You'll also notice the mailbox list shows some useful information about the type of mailboxes, the default password, and local notification type.
- To create virtual mailboxes you must click the add button, enter the mailbox number and change the mailbox type from real to virtual. Currently there is no way to create a range of virtual mailboxes.
- If you wish to enable paging or cellular notification you must use the "Voice Mail" menu "List of Mailboxes" option after you've completed running the wizard. There you can edit the appropriate mailbox options.

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Wizard (Page 4 of 8) - Notification Parameters

Enter the code from the PBX to turn the message light on and off.

Message Light 1-Code: #09pX

Message Light Off-Code: #10pX

Ring Notification Interval: 30 min

Ring Notification Retries: 5

PBX External Line Access Code: 9

Message Light Activation:

- First New Message Only
- Each New Message

< Back   Next >   Finish   Cancel   Help

### 12) Notification Parameters

- Page 4 is where your message waiting indicators are defined. These codes are dialed to enable and disable message-waiting indicators on your telephone. In the above example, the Mini-SOHO will dial #09 pause then dial the extension to enable the message-waiting indicator on your telephone. She will also dial #10 pause plus the extension to disable your message waiting indicator.

0-9, \*, and # represent DTMF digits 0-9, \*, and #  
p is a 1 second pause  
X represents the extension number

- If your telephone system does not support message-waiting indicators such as LED's, the Mini-SOHO supports voice notification, or simple ring notification. If you wish to enable either voice or ring notification make sure you set your local notification to "Rings" on the previous page, and lower the ring notification interval.
- You can also define what the Mini-SOHO needs to dial to get an outside line, typically it's 9.

Note: The Mini-SOHO used port 2 for all message notification actions. Make sure port 2 is connected to your telephone system before testing your message waiting indicators.

### 13) In-Band DTMF Protocol (Page 1)

- Page 5 is where your in-band integration patterns and timers are defined. If you picked your telephone system from the PBX list you shouldn't have to define any additional integration patterns, however with new versions of software being released from popular telephone system

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manufacturers you may need to edit or add new patterns. The Mini-SOHO supports up to 20 different in-band integration patterns! The operation for each pattern can be defined to perform a number of different actions.

### Integration Codes

0-9, \*, #, A, B, C, D represent DTMF digits.

TT represents a 2 digit extension

TTT represents a 3 digit extension

TTTT represents a 4 digit extension

I02 represents Ignore 2 characters

- The Max Time to Wait for First DTMF represents the amount of time the Mini-SOHO will wait for the first in-band integration digit after the call is answered. If no digits are received, the main script message for script 00 will be played.

Wizard (Page 5 of 8) - In-Band DTMF Protocol (Page 1)

This screen, and the following 2, is only relevant for PBX's that support in-band DTMF protocol. Fill in the codes that sends from PBX to Voice mail extension.

Event	CODE Received from PBX	Operation	Destination
0	#00#TT#I02#	Retrieve Messages	
1	#02#I02#TT#	Leave a Message	
2	#03##TT#	Leave a Message	
3	#I02###	Disconnect	
4		Auto Attendant	
5		Auto Attendant	
6		Auto Attendant	
7		Auto Attendant	
8		Auto Attendant	
9		Auto Attendant	

Max. Time to Wait for First DTMF: 1500 msec    Max. Delay between DTMFs: 500 msec

< Back    Next >    Finish    Cancel    Help

*Note:* Page 6 of 8 is the second page of possible integration patterns. If your telephone system sends more than 10 unique integration patterns continue entering your patterns there.

## 14) Script Menus

Whenever the Mini-SOHO answers a call in day mode (the default mode), she will play script 00 as the opening greeting message. Page 7 of 8 is where you can easily define your single digit menu options for all of your scripts. Default Menu Options for Script 00/10 (Day/Night Mode).

### Script 00 Default Menu Options

- Menu 0 transfers the caller to the operator mailbox.
- Menu 4 sends the caller to the directory listing.

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- Menu 8 is used for callers to quickly leave a message for a mailbox without ringing their extension.
- Menu 9 is used by mailbox owners to login to their mailbox so they can retrieve messages, record their personal greeting or change mailbox settings.
- The EOM (end of message) will be processed if the caller takes no action. The default transfers to the operator.

**Important Note:** To enable the auto-attendant to transfer calls, you MUST define the first digit of your extension range as a menu option. This can be done by clicking on the upside down triangle and selecting “Direct Call to Extension” for that menu option. When using a 3 or 4 digit dialing plan, this is very easy since typically you will have extensions within one extension range like 300-399 or 4000-4999. However, if you have a 2 digit dialing plan and your extension range first digit varies, i.e. 10-29 you must also enable “Direct Call to Extension” for menu option 2, etc.

DTMF	Type of Operation	Destination
0	Operator	
1	No entry	
2	No entry	
3	No entry	
4	Directory List	
5	No entry	
6	No entry	
7	No entry	
8	Leave a Message	
9	Retrieve Messages	
EOM	Transfer to the Operator	

EOM Timeout 5 sec

< Back Next > Finish Cancel Help

You can also define additional menu options. Simply select one of the operations from the drop down list and fill in any appropriate information if applicable.

### 15) Completing the Wizard (Finish)

- Page 8 of 8 states that you have finished entering your integration parameters. Simply click finish to keep your changes.

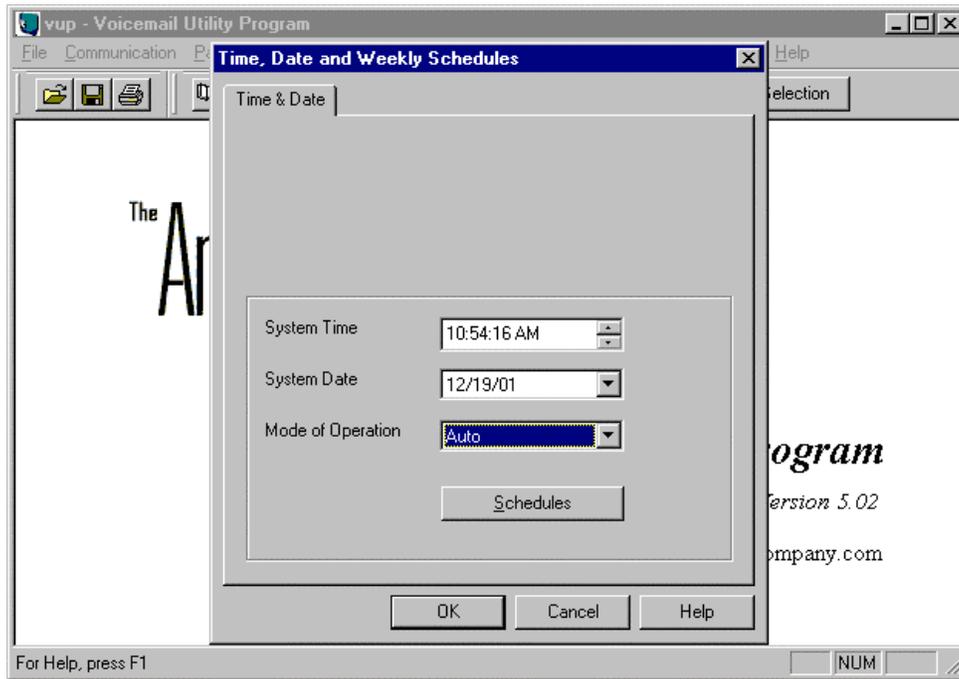
### 16) Configuring Auto Mode

The Mini-SOHO can be used in Day mode, Night mode, Holiday mode, and Break mode. Changing the mode manually can be done by clicking on the “Auto-Attendant” menu followed by “Time & Date”. The only mode which supports automatic scheduling is the “Auto” mode. You MUST program

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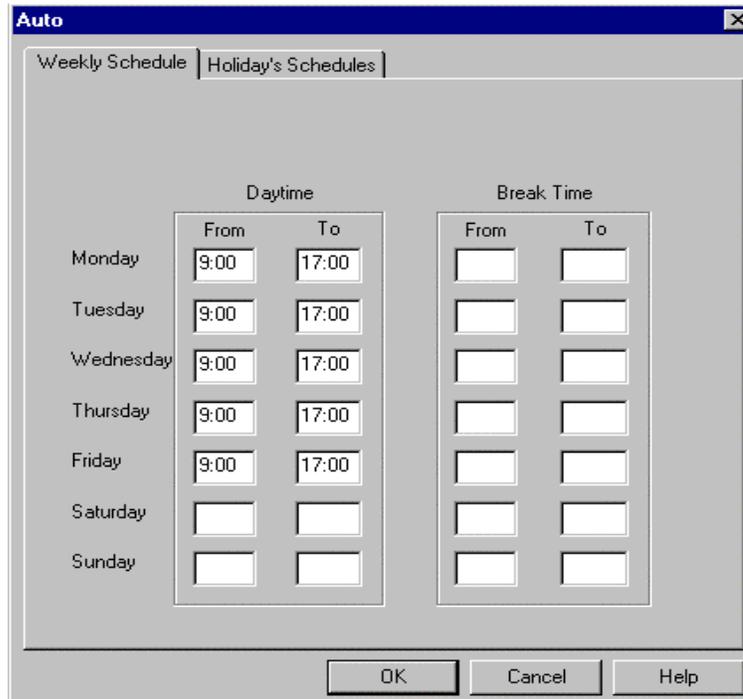
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the Mini-SOHO to switch between day mode, night mode, break mode, and holiday mode using the “Auto” mode of operation. When clicking on the “Time & Date” here’s what you’ll see:



*Note: Now is a good time to verify that your system time and date are set correctly.*

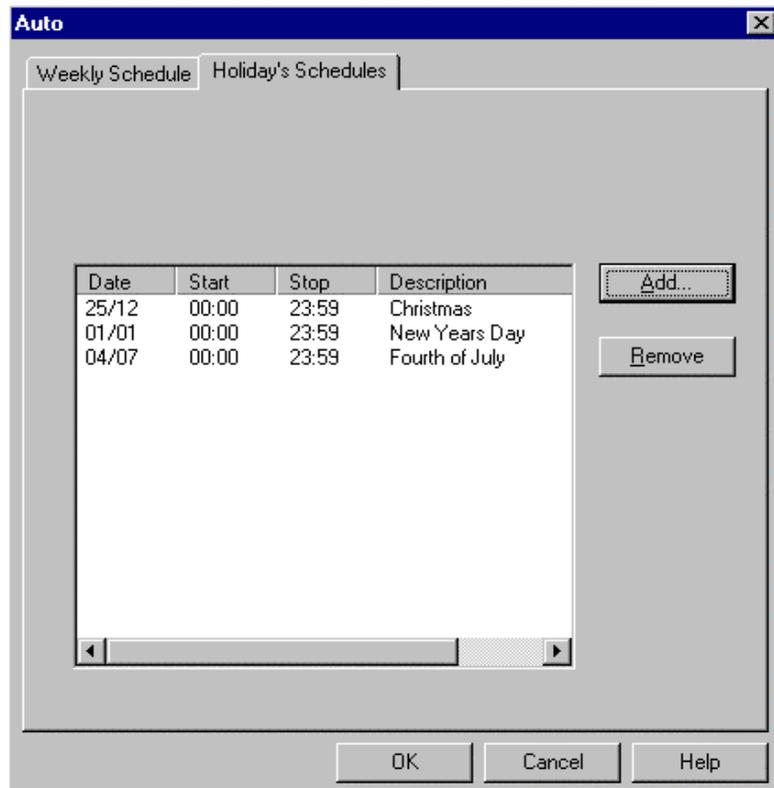
The default mode is day mode. If you wish to automatically have the Mini-SOHO switch between day and night modes you **MUST** choose “Auto” like in the example above. Once you choose “Auto” click on the “Schedules” button to configure your days of the week and times of day. After clicking on “Schedules” you’ll see the following screen:



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Once you setup your daytime hours, the Mini-SOHO will automatically switch to night mode on the off hours. In the example above, the daytime mode starts at 9:00am and will stay in day mode until 17:00 (you must specify your hours using military time). At 17:00 hours (5:00pm) the Mini-SOHO switches into night mode and will stay in night mode until 9:00am the following morning. The Mini-SOHO will also stay in night mode all weekend since no changes are scheduled for Saturday and Sunday. To setup system holidays, simply click on the "Holiday's Schedules" tab and you'll see the following screen:



### Holiday's Scheduling

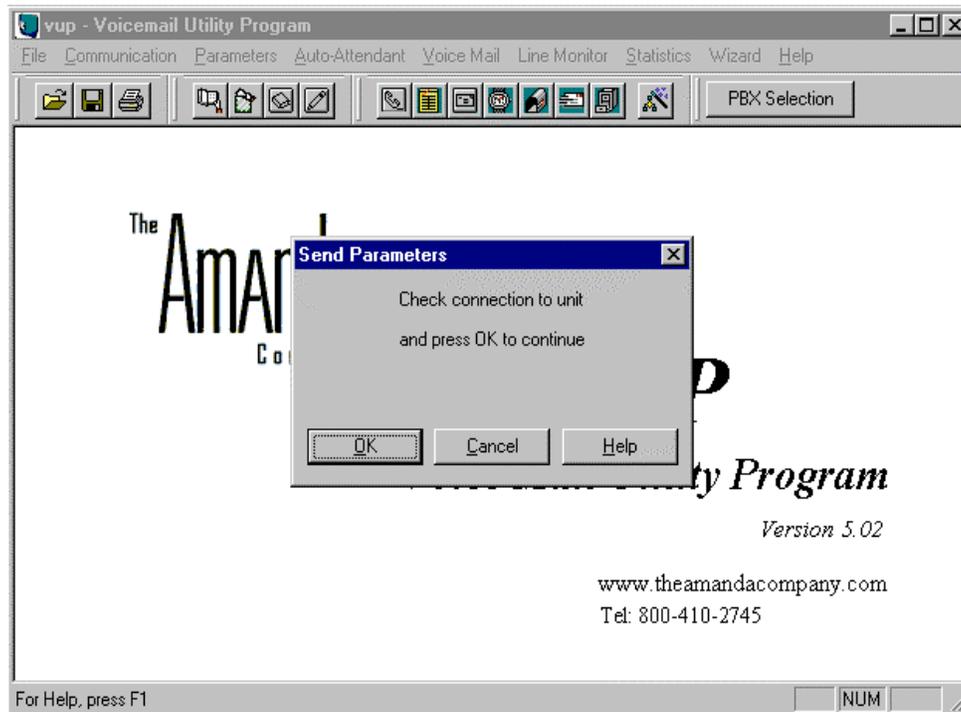
- In the example above we've setup 3 holiday dates and times. Once the system date is changed to the holiday date the system switches to holiday mode and will answer all calls for that day using the holiday script (20). If you wish to use the system in holiday mode, you MUST setup script 20 configuring the appropriate menu options and record a holiday greeting for script 20. To add holidays to the list above, simply click Add and fill in the appropriate information including the holiday date, the starting and stop times and a description, repeat this process for all the holiday dates you wish to add and click ok when finished.

### 17) Uploading your New Configuration to the [Amanda@Mini-SOHO](#)

- After choosing your PBX type and completing the installation wizard, you must send the new configuration to your [Amanda@Mini-SOHO](#). Click the "Communication" menu option, then click "Send Parameters", you'll see the following screen:

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Click OK to continue, and enter 1234 as the password when prompted. The VUP will send your new configuration to the Mini-SOHO. The VUP will state “Data Transfer is successfully completed” when finished.

### 18) Logging into Programming Mode using a Touch Tone Telephone

Call the Mini-SOHO, when it answers and says “This system has not been programmed” press \*900. When prompted for the password dial 1234. This will log you into programming mode so you can proceed to step 19 and record your script messages. Once you’re logged into programming mode, the system will speak the software version.

### 19) Recording your Script Messages

The Mini-SOHO answers all incoming calls using script 00 in day mode and script 10 in night mode. If you only wish to use the system in day mode you must record a message for script 00. If you wish to also use night mode, you must record a script message for script 10.

- \*100 + XX + Beep + Record + #  
XX = Script Number

Example: \*100 + 00 + Beep + Record + #

After you dial the script number you will hear a record beep. Speak your message after the beep and press # when finished recording. A typical script message would be “Thank you for calling the Amara Company, if you know the extension of the person you wish to reach, please dial it now, press 4 for the company directory, or hold for the operator”. Repeat this step for script 10 if you wish to use night mode, and script 20 for holiday mode.

To playback a script message you can press

- \*101 + XX where XX is equal to the script message.

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### **20) Testing your Amanda@Mini-SOHO**

Before leaving the customer site, must make sure you test the following:

- Call Transfers
- Integration
- Message Waiting Indication

Note: Keep in mind the default password for all mailboxes is 1234.

This completes your [Amanda@Mini-SOHO](#) Quick Setup. For additional information about programming your [Amanda@Mini-SOHO](#) system, see the Installation and Programming Manual. Please refer to the manual before calling technical support for assistance.

### **Considerations:**

#### **Menu 0**

There is no mailbox 0, menu choice 0 has an association to a mailbox, but you cannot actually create a mailbox 0.

#### **Daylight Savings**

You don't have to use the VUP to update the system time for daylight savings. All you need to do is call the Mini-SOHO, when she answers dial:

\*7 + operator's password + 0      (this will reduce the time clock by 1 hour)

\*7 + operator's password + 1      (this will increase the time clock by 1 hour)

If you let the system operator know about this ahead of time, or even write it down for them you'll save some time later when the daylight savings time change occurs.

#### **Programming your Mini-SOHO**

Get into the habit of using your laptop to program the Mini-SOHO. The system is quick and easy to install when using the VUP (voice mail utility program). The Mini-SOHO TUI (telephone user interface) is intended to help you tweak the system later from a remote location. Programming the entire system via TUI is possible however will more than triple the amount of time it takes you to finish your installation.

#### **Using the Line Monitor**

The VUP has a menu option called Line Monitor. It's used to monitor the Mini-SOHO ports and will show some port activity like when the port goes off-hook and on-hook including in-band integration digits being sent by your telephone system. This is a very useful tool to figure out if your telephone system is sending any DTMF integration to the Mini-SOHO system

To run the line monitor simply click on the Line Monitor menu option, click "open" then click the start button.

#### **Running the VUP after Finishing the Installation**

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## **Using the Voicemail Utility Program (VUP)**

When running the VUP after completing the installation and sending all of your data to the system, make sure you always “Read Parameters” from the system before making any changes or sending new information the system.

### **Changing the Language to Spanish:**

Every system ships with English, and Spanish. If you wish to change the language to Spanish, log into programming mode and enter \*118 + 2 to change the language to Spanish. To change the language to English, enter \*118 + 1.

## Miscellaneous FAQ

### **What is a real mailbox?**

A real mailbox has a physical extension associated to it. It transfers calls and takes messages, unlike a virtual mailbox.

### **What is a virtual mailbox?**

A virtual mailbox is a does not have a physical extension, but still records messages for the mailbox owner.

### **What is an announcer mailbox?**

An announcer mailbox is a mailbox which plays the voice mail greeting like the mailbox is in DND mode, and does not accept messages.

### **What is a supervisor mailbox?**

One mailbox is designated as the supervisor. When the system becomes 80% full of messages, the supervisor is notified.

## Troubleshooting

Callers are complaining that they're being disconnected while leaving a message?

This problem is easily resolved by increasing the voice sensitivity to 9. Log into programming mode via telephone, and use program \*376 + 1 + 9. You'll hear a confirmation tone after entering the DTMF.