### **Telephone/Voice Mail System Requirements**

This document presents the requirements for a telephone system. An overview of the system’s functions is shown on page 2. The Use Cases on pages 3 – 6 provide more detail regarding the system’s features.

The system is a low-cost no-frills one that provides most features that users expect. Additional features such as multiple voice mailboxes per user, support for multiple languages, a name directory, message forwarding, and phones with LCD screens can be added later at nominal additional cost. Despite the simplicity of the system, it does include remote access to mailboxes, call forwarding, and web-based access for administrators. The administration software runs on a networked PC. The system includes uninterruptible power supplies and redundant disk drives so that short-term power failures do not affect the system and archived messages will still be available in the event of a computer or disk failure.

In addition to the normal 12-button telephone keypad, each phone has only six additional buttons: *speaker, hold, flash, mute, ringer,* and *redial.* These buttons are easy to understand, and the phones are simple and inexpensive so that even a large firm can procure the system at a very reasonable cost.

FAQ regarding the system:

Q: For what purpose are the extensions used?

A: Every employee, or at least every employee who has a phone, has his/her own specific extension that can be dialed and to which calls can be transferred.

Q: Will your company have a live support person to help us?

A: If necessary, then yes, absolutely.

Q: What if the call goes completely silent with no sound what so ever when an outside caller is trying to reach an extension?

A: This situation should never occur, as it is not normal operation for the system. If something like this should ever happen, then the caller should generally dial 0 for the operator. In the event that the operator does not answer, the caller should hang up and try again in a few minutes.

Q: How many different types of users will use the telephone system?

A: There are typically three types of users.

Q: What are the different users?

A: Employees, Administrators, and Outsiders.

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### Use Cases

1. Place an Inside Call
   1. Lift the handset or press *speaker*
   2. Dial the 4-digit extension
   3. If no one at the extension answers after four rings, the caller is connected to the voice mailbox for the entered extension
   4. The caller hears the mailbox greeting
   5. The caller is presented with the option to leave a message
   6. Caller leaves a message and then hangs up or hangs up without leaving a message
2. Place an Outside Call
   1. Lift the handset or press *speaker*
   2. Dial 9 and then the phone number
   3. If calling outside the local area, then it is necessary to also dial a 1 before the 10-digit phone number
3. Answer a Call
   1. Lift the handset or press *speaker*
4. Place a Call on Hold
   1. Press the *hold* button
   2. To return to the call that was placed on hold, press the *hold* button again
5. Transfer a Call
   1. Flash (momentarily depress the handset switch) or press the *flash* button
   2. Dial the 4-digit extension to which you wish to transfer the call
   3. Announce the call to the recipient and hang up, or simply hang up if you do not wish to announce the call
   4. The caller will then be connected to the recipient, or if the recipient does not answer, the call will be transferred to the recipient’s voicemail
6. Mute
   1. Press the *mute* button
7. Paging
   1. Lift the handset
   2. Dial 7777 (memory aid: P for Paging; 7 is the P button)
   3. Speak into the handset
   4. Hang up
8. Conference Calling
   1. Make a call to one of the parties
   2. Flash (momentarily depress the handset switch) or press the *flash* button
   3. Dial the 4-digit extension or outside phone number, including the 9 prefix, then announce the call if desired
   4. Flash again
   5. The party will be added to the call
   6. Repeat 8.2 – 8.4 to add more parties to the call
9. Do Not Disturb
   1. Press the *ringer* button
   2. When you are ready to receive calls again, press *ringer* again
   3. After 4 hours, the ringer will automatically turn on again
10. Call Forwarding
    1. Lift the handset
    2. Dial 3333 (memory aid: F for Forwarding; 3 is the F button)
    3. After the confirmation tone, enter the number to which you wish to forward your calls
    4. To turn off call forwarding, dial 3333 and hang up
11. Call Waiting
    1. If you are on a call and there is a second call, you will hear an abbreviated ring tone
    2. When you hear this tone, flash (momentarily depress the handset switch) or press the *flash* button to answer the second call. The first caller will be placed on hold.
    3. To return to the first call, flash again
12. Last Number Redial
    1. Press the *redial* button
13. Emergency (911) Calls
    1. Lift the handset or press *speaker*
    2. Dial 911
14. Voice Mail Setup
    1. Voice mail automatically answers your phone if you don’t answer it and gives the caller the option to leave a message for you
    2. To setup your voice mail greeting, dial 8888 (memory aid: V for Voice mail; 8 is the V button)
    3. Enter your PIN when prompted
    4. Select option 4 (record Greeting)
    5. When prompted, record your greeting, which should include your name and a statement to the effect that you were unavailable and callers should leave their contact information.
    6. Hang up
15. Retrieve Voice Mail Messages
    1. Voice mail automatically answers your phone if you don’t answer it and gives the caller the option to leave a message for you
    2. To retrieve your voice mail messages:
    3. Dial 8888 (memory aid: V for Voice mail; 8 is the V button)
    4. Enter your PIN when prompted
    5. Select option 5 (Listen to messages)
    6. After you hear each message, you will be presented with the option to Save the message (7) or Delete the message (3)
    7. To retrieve your voice mail messages from outside the facility, dial the main number, then dial 8888 after the system answers and follow the procedure above
    8. Additional voice mail options:

Date and Time message was left: (8)

Message Forward: (6)

Back up five seconds: (2)

Note: repeatedly pressing (2) will rewind the message to its beginning

1. Administrator Activate Mailbox
   1. Log in to local administration application on desktop computer
   2. Select 4-digit extension from list
   3. Select the *mail* checkbox
2. Administrator Deactivate Mailbox
   1. Log in to local administration application on desktop computer
   2. Select 4-digit extension from list
   3. Uncheck the *mail* checkbox
3. Administrator Erase Message
   1. Log in to local administration application on desktop computer
   2. Select 4-digit extension from list
   3. Click on *Check Messages*
   4. A list of messages will be presented
   5. Messages can be played by selecting the message, then clicking on *Play*
   6. To delete a message, select the message, then click *Delete*
4. Administrator Play Message
   1. Log in to local administration application on desktop computer
   2. Select 4-digit extension from list
   3. Click on *Check Messages*
   4. A list of messages will be presented
   5. Messages can be played by selecting the message, then clicking on *Play*
5. Administrator Copy Message
   1. Log in to local administration application on desktop computer
   2. Select 4-digit extension from list
   3. Click on *Check Messages*
   4. A list of messages will be presented
   5. Messages can be played by selecting the message, then clicking on *Play*
   6. To copy a message, select the message, then click *Copy*
   7. To paste the message into another mailbox, select a 4-digit extension from the list
   8. Click on *Check Messages*
   9. Click *Paste*
6. Outside Caller
   1. Caller hears company greeting telling the caller that he/she can dial 0 for operator or dial an extension number if known
   2. If caller dials 0, the call is connected to the operator
   3. If the caller dials an extension, the call is connected to the entered extension
   4. If no one at the extension answers after four rings, the caller is connected to the voice mail box for the entered extension
   5. The caller hears the mailbox greeting
   6. The caller is presented with the option to leave a message
   7. Caller leaves a message and then hangs up or hangs up without leaving a message