

46753 VMS Procedures

Voice mail (VMS) is a basic message system that takes and stores messages for SDSU phones. Since Library Unit personnel can send their InfoSys Service Requests via a phone when the InfoSys Service Desk isn't staffed, **46753** is equipped with VMS. The phone's VMS button will light up and blink to indicate when a voice mail message has been left.

To Access VMS:

1.	Press the blinking VMS button. You will hear ringing then a voice will say "InfoSys Service Desk, Please enter your password..."
2.	Press the 145236 keys. A voice will say, "You have ___ new messages..."
3.	To listen to messages press 1 .
4.	After you have taken down the message erase the message by pressing 7 . If you are uncertain about whether you should erase the message or want a second opinion on what the caller is saying, press 9 to save it and let Carol Phillips or Sandy Neer know about the message.

Helpful Hints:

While listening to the message you have the following options:

To REWIND 10 seconds	press 1
To go back to the BEGINNING	press 11
To PAUSE	Press 2
To RESTART	Press 22
To FAST-FORWARD 10 seconds	Press 3
To go to the END	Press 33
To play the message SLOWER	Press 4
To play the message FASTER	Press 6

To listen to saved message:

1.	To listen to messages after they have been saved, dial 47444. You will then be asked for your password. Press the 145236 keys. A voice will say, "You have ___ archived messages ...".
2.	To listen to messages press 1 .
3.	After you have taken down the message erase the message by pressing or press 9 to save it.

NOTE: To cancel a Follow-me from Answer Point (i.e. someone is diverting their phone to the phone at the InfoSys Service Desk (46753) by mistake)

• Lift handset at Answer Point
• Press #2* , then dial the original extension number, and press #
• After dial tone, hang up