

How to Use Your Business Service Center Voice Mail

To Enter Your Voice Mail Box:

Dial your Telephone Answering Account phone number.

- During the day your tele-secretaries will answer, ask them for voice mail. At night and on weekends, your voice mail will answer.
- To reach the voicemail system directly and bypass the operators dial 425-450-3200 and enter your box number. Your box number is the last four digits of your phone number with Business Service Center.
- As soon as your greeting starts to play, hit *
- Enter your confidential passcode (default passcode for all new boxes is 1997)

To enter your voice mail box **from your BSC desktop phone:**

- Pick up a line
- Dial 86, after the dial tone enter your 4-digit box number (same as your phone extension)
- As soon as your greeting starts to play, hit *
- Enter your confidential passcode (default passcode for all new boxes is 1997)

If you are a **Voice Mail Only client:**

Dial your Voicemail Account phone number.

- As soon as your greeting starts to play, hit *
- Enter your confidential passcode (default passcode for all new boxes is 1997)

Play Messages

P – to Play

* – Rewind in 5 second increments

– Fast Forward in 5 second increments

1 – Pause in 30 second increments

T* – Skip to Top of Previous Message

T# – Skip to Top of Next Message

P – to Play again

A – to Answer

G – to Give to another user

K – to Keep

D – to Discard (you can press * immediately after discarding to retrieve message)

M – to Make

X – to Exit

User Options

U – for User Options

G – to change Greeting

L – to Listen to Greeting

R – to Record Greeting

X – to Exit to Previous Menu

N – to change Name

L – to Listen to Greeting

R – to Record Greeting

X – to Exit to Previous Menu
P – to change Passcode
L – for Distribution Lists
T – for Tutorial
X – to Exit to Main menu
X – to Exit
0 – for an Operator
– for an Extension

If, while using your voice mailbox, you are ever unsure what command letter to enter next, take a moment to listen to the voice prompts. If you need more assistance, please feel free to call us.