BayLink MultiBox Extension User Guide

OVERVIEW

BayLink MultiBox Extension Service consists of two primary components. The Auto Attendant greeting is the first greeting that a caller hears and identifies the possible extension selections for the caller. The Auto Attendant message box is secured with its own pass code. Each extension is a separate voice mailbox with its own greeting, pass code and notification configurations.

AUTO ATTENDANT LOGIN PROCEDURE

1) **Call your BayLink telephone number.**

2) **When the Auto Attendant greeting starts to play, press** `*`

3) **At the prompt, enter your pass code to complete login**

4) **Press** `8` **to access User Options and select from the following**

> **Press** `1` **to record your Auto Attendant greeting**
>
> **Press** `3` **to change the Auto Attendant pass code**

EXTENSION LOGIN PROCEDURE

1) **Call your BayLink telephone number**

2) **Enter your Extension number**

3) **When the Extension greeting starts to play, press** `0`

4) **At the prompt, enter your pass code to complete login**

RETRIEVING EXTENSION VOICE MESSAGES

1) **The system will announce the number of New and Saved messages.**

2) **Press** `1` **to listen to Messages. For each message you have these options:**

`1` **Repeat message**

`3` **Delete message**

`4` **Copy to another mailbox**

`5` **Mark message as Saved**

`6` **Mark message as New**

`7` **Skip to next message**

`8` **Other Options** ⟶

`9` **Exit**

`*` **Rewind 5 Seconds**

`0` **Pause/Resume**

`#` **Fast Forward 5 Seconds**

`1` **Hear Date & Time**

`2` **Hear Caller ID**

`3` **Raise Message Volume**

`4` **Lower Message Volume**

`9` **Exit**

USER OPTIONS - EXTENSION

1) **Login to your Extension message box**

2) **Press** `8` **to access User Options**

2) **Select from the following**

`1` **To record your outgoing greeting**

`2` **To record you name tag (for voice notification)**

`3` **To change your pass code**

NOTIFICATIONS

Each Extension message boxes include a notification feature which alerts you when a new message arrives.   Notifications can be sent by email, text message or phone call. Please contact BayLink Customer Service by email or phone for notification setup or changes.

My BayLink – Working Your Way

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Need Help?

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