

Requesting a Callback

When you encounter a busy signal or a line that is not answered, you can request a callback. Be sure to listen for the busy signal or non-answered line first.

When using the **Optiguide Menu**

- Use the arrow keys to scroll to and select “callback?”
- Hang Up

To view or cancel a callback

- “Scroll to and select “**view callbacks?**”
- Scroll to the desired callback and select “**Delete?**”

Callbacks have a distinct ring

Callback requests may only be left at internal stations

When using a **programmed key**

- Press the “callback” key
- Hang up

To cancel a callback

- Press the callback key

When using feature access codes

- You can also view your callbacks by pressing *58

