

When you call an extension and that line is busy you can use one of two options listed below:

If the line is busy, press “8” or the “MSG” key to be connected directly to their voicemail.

OR

CALLBACK

When you call a busy extension, you can leave a **Callback** request for a return call. You do not have to repeatedly call the busy extension back, hoping to find it idle. When you leave a Callback, the system handles your request as follows:

- When the busy extension becomes idle, the system rings you.
- After you answer the Callback ring, the system then rings the formerly busy extension. (If that extension doesn't answer, the system cancels the Callback.)
- As soon as the other extension answers, the system sets up an Intercom call between you and them.

To place a Callback:

1. Call a busy extension
2. Press “2” (Callback)
3. Hang up
4. Lift receiver when busy extension calls you back.
5. Wait for person to answer their phone.

To Cancel a Callback:

1. Press “CALL 1”