

GLOBALTEL

“Providing Low US Rates to the World”

CALLBACK USER MANUAL

A touch-tone phone is required; On pulse phones turn the tone/pulse switch to “tone” after you dial the access number

1. BASIC CALLBACK OPERATION

- a) Dial your access number, listen to one ring and hang up. Do not let ring more than three (3) times. The system will call you back in a few seconds and you will hear: “Welcome to GlobalTel, please enter the phone number to call followed by the pound(#) key.” You now have a line to make all calls as if you were calling from the US.

IMPORTANT: Entering the Pound Key (#) after dialing your number speeds the connection of the call. Entering (# + #) speeds disconnection of the call.

- b) Dial: 011 + [country code] + (city code) + Local Number for all international calls, except when calling countries within the North American Numbering System (NAMS). These countries have AREA CODES in place of CITY CODES and you dial: 1 + (area code) + number. The NAMS countries are the US, Canada, Bermuda & the Caribbean countries, except for the Netherlands Antilles.

At anytime after you have accessed the system and received your callback, you can press (* + #) for the menu for: 1) Account Balance; 2) Re-dial; 3) Speed-dial; 4) Change your Callback Number. To exit the menu and make a call, press (#). To hang up press (# + #).

2. **MULTIPLE CALLS ON ONE ACCESS** - Press STAR + STAR (* + *) after each previous call and dial a new number.

3. **RE-DIALING** - Press (* + *) to get a new voice prompt, then (* + #) for the menu, then press (2).

4. SENDING ONE OR MORE FAXES

- a) Place your documents in the fax machine; Change the fax to MANUAL OPERATION and dial your GlobalTel access number.
- b) Hear one ring, hang up. If your fax machine is on “PULSE”, turn the tone/pulse switch to “TONE”.
- c) Answer your callback, dial the number you are faxing to, press START when you get a fax signal, and hang up. **TO SEND AN ADDITIONAL FAX OR TO MAKE A CALL,** Enter (* + *) **immediately (within 30 seconds)** after you receive the “TRANSMISSION OK” (a beep, tone).

5. **US 800 and 888 NUMBERS** - Access the system and dial the number: 1-800 (or 1-888) xxx-xxxx.

6. ACCESS THE SYSTEM WHEN TRAVELING - Change Callback Number and The Greeting To Include Your Name, Room, And Extension.

Dial access number; after 5 rings you will be asked to enter your ACCOUNT NUMBER, and then your PIN NUMBER. The Menu options are: PRESS (1) to change your callback number; (2) to change your Name & Extension Announcement (for hotel or office); or (3) for an immediate callback. After receiving the call in your room, press (*) and dial your number. After leaving the hotel turn off your extension announcement by accessing this menu again and PRESS (2), and then (3).

7. CHANGE YOUR CALLBACK NUMBER WHILE AT YOUR CALLBACK NUMBER

Access the system, receive your callback and press STAR + POUND (* + #). Then PRESS (4) and follow voice instructions.

8. SPEED-DIAL (01 TO 99) NUMBERS

- a) Access the system and press STAR + POUND (* + #); then press (3) to access the speed-dial menu.
- b) When instructed enter the two-digit speed-dial slot (01 to 99) you wish to add (or change) and the telephone number for the slot.

9. **USING SPEED-DIAL** - Access the system and answer the callback enter the two-digit, speed-dial slot number (01 to 99) assigned to the telephone number you wish to call.

10. **ACCOUNT BALANCE** - Access the system, press (* + #) for the menu, then press (1).

11. **DIRECT DIAL SERVICE** – Available in 33 countries, the US, Canada and the US territories of Puerto Rico, US Virgin Islands, Guam and Western Samoa. Dialing instructions, country codes and rates are available on the rates and instructions for these services and on GlobalTel’s website at www.GlobalTel.com.

HELP LINE AND CUSTOMER SERVICE:

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