

CallBack Card User Guide

1. Registration/Top-up

- a. Dial 6347 9966 with the phone you wish to register.
- b. When connected, the voice prompt will inform you to select one of the following languages:
 1. English
 2. Chinese
 3. Indonesian
 4. Tamil
 5. Japanese
- c. After you've selected your language, the voice prompt will request for your PIN. Simply key the PIN + #
- d. You have now automatically registered your number to use Phoenix CallBack Service.

2. To make a call-back with your registered number

- a. Dial 6347 9977.
- b. Your line will be disconnected. Simply hang up the phone.
- c. Wait for our system to call you back (within 10 seconds).
- d. When the phone rings, pick up the receiver and you will hear the following message: "Please enter your destination number followed by the hex key."
- e. Dial the destination number as follows:
Country Code + Area Code + Telephone Number + #
- f. You will hear the voice prompt:
"Please hold the line while we connect your call."
- g. Your call will be connected within a few seconds.