

# Requesting a callback

# loop

telecoms made simple

**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 Menu:

- Use the arrow keys to scroll to and select “callback?”
- Hang Up To view or cancel a callback
- Arrow to and select “view callbacks?”.  
This will then show your callbacks.
- To cancel callback, arrow 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 To cancel all callbacks dial #0

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Opening hours:  
Monday - Thursday 09:00 - 17:30  
Friday 09:00 - 16:30