




Call Logs and Directories

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Call Logs and Directories Overview

This section describes how you can use call logs and directories. To access both features, use the Directories button .

Call Logs

Your phone maintains call logs that contain records of your missed, placed, and received calls.

Your system administrator determines if missed calls are logged on your phone in the missed calls directory for a given line appearance on your phone.

Tips

- (SCCP and SIP phones) Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.
- (SCCP phones only) To view the complete call record of a multiparty call (for example, of a call that has been transferred to you), highlight the call record and press **Details**. The Details record shows two entries with the name and number for each missed or received multiparty call:
 - First entry—Last completed multiparty call
 - Second entry—First completed multiparty call
- To see if the line in the call log is busy before placing a call to that line, look for Busy Lamp Field indicators.

**Note**

If necessary, your phone will truncate the displayed information to fit the screen.

View Call Logs

Procedure

Step 1

Press .

Step 2

Choose one of the following entries:

- **Missed Call**
- **Placed Calls**
- **Received Calls**

Each log stores up to 100 records.

Display Single Call Record Details

Procedure

Step 1

Press .

Step 2

Choose one of the following entries:

- **Missed Calls**
- **Placed Calls**
- **Received Calls**

Step 3

Highlight a call record.

Step 4

Press **Details** to display information such as called number, calling number, time of day, and call duration for placed and received calls only.

Erase All Call Records in All Logs

Procedure

Step 1 Press .

Step 2 Press **Clear**.

Erase All Call Records in Single Log

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:

- Missed Calls
- Placed Calls
- Received Calls

Step 3 Highlight a call record.

Step 4 Press **Clear**. You may need to press the **more** softkey to display **Clear**.

Erase Single Call Record

Procedure

Step 1 Press .

Step 2 Choose one of the following entries:


- Missed Call
- Placed Calls
- Received Calls

Step 3 Highlight a call record.

Step 4 Press **Delete**.


Dial from Call Log (While Not on Another Call)

Procedure

- Step 1** Press .
- Step 2** Choose one of the following entries:
- Missed Call
 - Placed Calls
 - Received Calls
- Step 3** Highlight a call record.
- Note** If the Details softkey appears, the call is the primary entry of a multiparty call.
- Step 4** To edit the displayed number, press **EditDial** followed by << or >>.
- Step 5** To delete the number, press **EditDial** followed by **Delete**. You may need to press the **more** softkey to display **Delete**.
- Step 6** Go off-hook to place the call.
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Dial from Call Log (While Connected to Another Call)

Procedure


- Step 1** Press .
- Step 2** Choose one of the following entries:
- Missed Call
 - Placed Calls
 - Received Calls
- Step 3** Highlight a call record.
- Note** If the **Details** softkey appears, the call is the primary entry of a multiparty call.
- Step 4** To edit the displayed number, press **EditDial** followed by << or >>.
- Step 5** To delete the number, press **EditDial** followed by **Delete**. You may need to press the **more** softkey to display **Delete**.
- Step 6** Press **Dial**.
- Step 7** Choose a menu item to handle the original call:
- **Hold**: Puts the first call on hold and dials the second.

- **Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
 - **Conference**: Creates a conference call with all parties, including you. Press **Confrn** or **Conference** again after dialing to complete the action.
 - **EndCall**: Disconnects the first call and dials the second call.
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Place Call from URL Entry in Call Log


Supported only on SIP phones.

Procedure

- Step 1** Press .
- Step 2** Choose one of the following entries:
- **Missed Call**
 - **Placed Calls**
 - **Received Calls**
- Step 3** Highlight the URL entry that you want to dial.
- Step 4** If you need to edit the entry, press **EditDial**.
- The @ icon appears to indicate that you can begin editing characters in the URL entry.
- Step 5** Press **Dial**.
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Redial International Call from Missed and Received Call Logs

Procedure

- Step 1** Press .
- Step 2** Choose one of the following entries:
- **Missed Call**
 - **Received Calls**
- Step 3** Highlight the call record that you want to redial.
- Step 4** Press **EditDial**.
- Step 5** Press and hold the star (*) key for at least 1 second to add a plus (+) sign as the first digit in the phone number.

You can add the + sign only for the first digit of the number.

Step 6 Press **Dial**.

Directory Features

Depending on configuration, your phone can provide corporate and personal directory features:

- **Corporate Directory:** Corporate contacts that you can access on your phone. Your system administrator sets up and maintains your Corporate Directory.
- **Personal Directory:** If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and Cisco Unified Communications Manager User Options web pages. The Personal Directory comprises the Personal Address Book (PAB) and Fast Dials:
 - PAB is a directory of your personal contacts.
 - Fast Dial allows you to assign codes to PAB entries for quick dialing.

Corporate Directory


You can use a corporate directory to place calls to coworkers.

Tips

- Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.
- To see if the phone line in the directory is busy, look for Busy Lamp Field (BLF) indicators.

Dial from Corporate Directory (While Not on Another Call)

Procedure

- Step 1** Choose  > **Corporate Directory** (exact name can vary).
- Step 2** Use your keypad to enter a full or partial name and press **Search**.
- Step 3** To dial, select the listing, or scroll to the listing and lift the handset.
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Dial from Corporate Directory (While on Another Call)

Procedure

- Step 1** Choose  > **Corporate Directory** (exact name can vary).

- Step 2** Use your keypad to enter a full or partial name and press **Search**.
- Step 3** Scroll to a listing and press **Dial**.
- Step 4** Choose a menu item to handle the original call:
- **Hold**: Puts the first call on hold and dials the second.
 - **Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
 - **Conference**: Creates a conference call with all parties, including you. Press **Confrn** or **Conference** again after dialing to complete the action.
 - **EndCall**: Disconnects the first call and dials the second.
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Personal Directory


The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see [Personal Directory on Web](#).

Tips

- Your system administrator provides you with the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Contact your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.
- Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

Access Personal Directory (for PAB and Fast Dial Codes)

Procedure

- Step 1** Choose  > **Personal Directory** (exact name can vary).
- Step 2** Enter your Cisco Unified Communications Manager user ID and PIN, and press **Submit**.
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Search for PAB Entry

Procedure

- Step 1** Access Personal Directory.
 - Step 2** choose **Personal Address Book**.
 - Step 3** Enter search criteria and press **Submit**.
 - Step 4** Move through the listings using **Previous** and **Next**.
 - Step 5** Highlight the PAB listing that you want and press **Select**.
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Dial from PAB Entry

Procedure

- Step 1** Search for a listing.
 - Step 2** Highlight the listing and press **Select**.
 - Step 3** Press **Dial**. You may need to press the **more** softkey to see **Dial**.
 - Step 4** Enter the participant's phone number.
 - Step 5** Highlight the number that you want to dial and press **OK**.
 - Step 6** Press **OK** again to dial the number.
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Delete PAB Entry

Procedure

- Step 1** Search for a listing.
 - Step 2** Highlight the listing and press **Select**.
 - Step 3** Press **Delete**.
 - Step 4** Choose **OK** to confirm the deletion.
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Edit PAB Entry

Procedure

- Step 1** Search for a listing.
- Step 2** Highlight the listing and press **Edit** to modify a name or email address.
- Step 3** If necessary, choose **Phones** to modify a phone number.

Step 4 Press **Update**.

Add New PAB Entry

Procedure

- Step 1** Access Personal Directory.
 - Step 2** Choose **Personal Address Book**.
 - Step 3** Press **Submit** to access the Search page. You do not need to input search information first.
 - Step 4** Press **New**.
 - Step 5** Use your phone keypad to enter a name and email information.
 - Step 6** Choose **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as 9 or 1.
 - Step 7** Choose **Submit** to add the entry to the database.
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Assign Fast Dial Code to PAB Entry

Procedure

- Step 1** Search for a PAB entry.
 - Step 2** Highlight the listing and press **Select**.
 - Step 3** Press **Fast Dial**.
 - Step 4** Highlight the number that you want to dial and press **Select**.
 - Step 5** Highlight an unassigned Fast Dial code that you want to assign to the number and press **Select**.
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Search for Fast Dial Codes

Procedure

- Step 1** Choose  > **Personal Directory** > **Personal Fast Dials**.
 - Step 2** Use **Previous** or **Next** to move through listings.
 - Step 3** Highlight the listing that you want and press **Select**.
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Place Call Using Fast Dial Code

Procedure

- Step 1** Search for a Fast Dial code.
 - Step 2** Highlight the listing you want and press **Select**.
 - Step 3** Press **Dial**.
 - Step 4** Choose **OK** to complete the action.
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Delete Fast Dial Code

Procedure

- Step 1** Search for a Fast Dial code.
 - Step 2** Highlight the listing you want and press **Select**.
 - Step 3** Press **Remove**.
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Log Out of Personal Directory

Procedure

- Step 1** Choose  > **Personal Directory** (exact name can vary).
 - Step 2** Choose **Logout**.
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