Using Call Logs and Directories

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

Using Call Logs

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

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

lf you want to	Then		
View your call logs	Choose \bigcirc (\bigoplus) > Directories > Missed Calls, Placed Calls, or Received Calls. Each stores up to 100 records.		
Display details for a single call record	 Choose (→) (⊕) > Directories > Missed Calls, Placed Calls, or Received Calls. 		
	2 . Highlight a call record.		
	3. Press Details . Doing this displays 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	Choose 🔘 (🌐) > Directories and then press Clear.		
Erase all call records in a single log	 Choose (→) (⊕) > Directories > Missed Calls, Placed Calls, or Received Calls. 		
	2 . Highlight a call record.		
	3. Press Clear. (You may need to press the more softkey to display Clear.)		
Erase a single call record	1. Choose (→) > Directories > Missed Calls, Placed Calls, or Received Calls.		
	2. Highlight a call record.		
	3. Press Delete.		

lf you want to	The	Then		
Dial from a call log (while not on another call)	1.	Choose \bigcirc (\bigoplus) > Directories > Missed Calls, Placed Calls, or Received Calls.		
	2.	Highlight a call record.		
		If the Details softkey appears, the call is the primary entry of a multiparty call. See the Tips section below.		
	3.	If you need to edit the displayed number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete . (You may need to press the more softkey to display Delete .)		
	4.	Go off-hook to place the call.		
Dial from a call log (while connected to another call)	1.	Choose \bigcirc (\bigoplus) > Directories > Missed Calls, Placed Calls, or Received Calls.		
	2.	Highlight a call record.		
		If the Details softkey appears, the call is the primary entry of a multiparty call. See the Tips section below.		
	3.	If you need to edit the displayed number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete . (You may need to press the more softkey to display Delete .)		
	4.	Press Dial.		
	5.	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 again after dialing to complete the action.) 		
		 Conference—Creates a conference call with all parties, including you. (Press () (ii) again after dialing to complete the action.) 		
		- EndCall—Disconnects the first call and dials the second.		

Tips

- (SCCP and SIP phones) Your phone might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. See your system administrator for more information.
- (SCCP phones only) To view the complete call record of a multiparty call (for example, of call that has been forwarded or transferred to you), highlight the call record and press **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:
 - The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.
 - The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.

Directory Dialing

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 CM User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials:
 - PAB is a directory of your personal contacts.
 - Fast Dials allows you to assign codes to PAB entries for quick dialing.

Using Corporate Directory on Your Phone

lf you want to	The	Then		
Dial from a corporate	1.	Choose 🥥 (🌐) > Directories > Corporate Directory (exact name		
another call)		can vary).		
	2.	User your keypad to enter a full or partial name and press Search.		
	3.	To dial, press the listing, or scroll to the listing and go off-hook.		
Dial from a corporate directory (while on	1.	Choose 🥥 (🌐) > Directories > Corporate Directory (exact name can vary).		
another call)	2.	User your keypad to enter a full or partial name and press Search.		
	3.	Scroll to a listing and press Dial.		
	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 again after dialing to complete the action.) 		
		 Conference—Creates a conference call with all parties, including you. (Press) (;;) again after dialing to complete the action.) 		
		- EndCall—Disconnects the first call and dials the second.		

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

Tip

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.

Using Personal Directory on Your Phone

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 the Using Personal Directory on the Web, page 66.

lf you want to	Then
Access Personal Directory (for PAB and Fast Dial codes)	 Choose (⊕) > Directories > Personal Directory (exact name can vary).
	2. Enter your Cisco Unified Communications Manager user ID and PIN and then press Submit.
Search for a PAB entry	1. Access Personal Directory and then choose Personal Address Book.
	2. Enter search criteria and press Submit.
	3. You can choose Previous or Next to move through listings.
	4. Highlight the PAB listing that you want and press Select.
Dial from PAB entry	1. Search for a listing.
	2. Highlight the listing and press Select.
	3. Press Dial. (You may need to press the more softkey to see Dial.)
Delete a PAB entry	1. Search for a listing.
	2. Highlight the listing and press Select.
	3. Press Edit.
	4. Press Delete.
	5. Choose OK to confirm the deletion.
Edit a PAB entry	1. Search for a listing.
	2. Highlight the listing and press Select.
	3. Press Edit to modify a name or email address.
	4. If necessary, choose Phones to modify a phone number.
	5. Press Update.
Add a new PAB entry	1. Access Personal Directory and then choose Personal Address Book.
	2. Access the Search page by choosing Submit . (You do not need to input search information first.)
	3. Press New.
	4. Use your phone keypad to enter a name and email information.
	5. Choose Phones and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.
	6. Choose Submit to add the entry to the database.

lf you want to	Then
Assign a Fast Dial code to a PAB entry	1. Search for a PAB entry.
	2. Highlight the listing and press Select.
	3. Press Fast Dial.
	4. Highlight the number that you want to dial and press Select.
	5. Highlight any unassigned Fast Dial code that you want to assign to the number and press Select .
Add a new Fast Dial code (not using a PAB	 Choose (→) (⊕) > Directories > Personal Directory > Personal Fast Dials.
entry)	2. Highlight a Fast Dial code that is unassigned and press Assign.
	3. Enter a phone number.
	4. Press Update.
Search for Fast Dial codes	 Choose (⊕) > Directories > Personal Directory > Personal Fast Dials.
	2. Choose Next to move through listings.
Place a call using a	1. Search for a Fast Dial code.
Fast Dial code	2. Press Dial.
Delete a Fast Dial	1. Search for a Fast Dial code.
code	2. Highlight the listing you want and press Remove.
	3. Press Remove again.
Log out of Personal Directory	1. Choose (⊕) > Directories > Personal Directory (exact name can vary).
	2. Choose Logout.
	3. Press OK.

Tips

- Your system administrator can provide you 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. Ask 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 might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. See your system administrator for more information.