







# Using Call Logs and Directories





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

## Using 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.

If you want to...	Then...
View your call logs	Choose  > <b>Missed Calls, Placed Calls, or Received Calls</b> . Each stores up to 100 records.
Display details for a single call record	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li><li>3. Press <b>Details</b>. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).</li></ol>
Erase all call records in all logs	Press  , then press <b>Clear</b> .
Erase all call records in a single log	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li><li>3. Press <b>Clear</b>. (You may need to press the <b>more</b> softkey to display <b>Clear</b>.)</li></ol>
Erase a single call record	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li><li>3. Press <b>Delete</b>.</li></ol>

If you want to...	Then...
Dial from a call log (while not on another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Missed Calls, Placed Calls, or Received Calls.</li> <li>2. Highlight a call record.</li> </ol> <p><b>Note</b> If the Details softkey appears, the call is the primary entry of a multiparty call. See the <a href="#">Tips</a> section below.</p> <ol style="list-style-type: none"> <li>3. If you need to edit the displayed number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Go off-hook to place the call.</li> </ol>
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Missed Calls, Placed Calls, or Received Calls.</li> <li>2. Highlight a call record.</li> </ol> <p><b>Note</b> If the Details softkey appears, the call is the primary entry of a multiparty call. See the <a href="#">Tips</a> section below.</p> <ol style="list-style-type: none"> <li>3. If you need to edit the displayed number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Press <b>Dial</b>.</li> <li>5. Choose a menu item to handle the original call: <ul style="list-style-type: none"> <li>– <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>– <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li> <li>– <b>Conference</b>—Creates a conference call with all parties, including you. (Press <b>Confrn</b> or <b>Conference</b> again after dialing to complete the action.)</li> <li>– <b>EndCall</b>—Disconnects the first call and dials the second.</li> </ul> </li> </ol>
See if the line in the call log is busy before placing a call to that line	Look for Busy Lamp Field indicators. See <a href="#">Using BLF to Determine a Line State, page 43</a> .
Place a call from a URL entry in a call log (SIP phones only)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Missed Calls, Placed Calls, or Received Calls.</li> <li>2. Highlight the URL entry that you want to dial.</li> <li>3. If you need to edit the entry, press <b>EditDial</b>.</li> <li>4. The  icon appears to indicate that you can begin editing characters in the URL entry.</li> <li>5. Press <b>Dial</b>.</li> </ol>

## Tips

- (SCCP and SIP phones) Your phone may 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 with the name and number for each missed or received multiparty call:
  - First entry—Last completed multiparty call
  - Second entry—First completed multiparty call


## 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

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

If you want to...	Then...
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li><li>2. User your keypad to enter a full or partial name and press <b>Search</b>.</li><li>3. To dial, select the listing, or scroll to the listing and go off-hook.</li></ol>


If you want to...	Then...
Dial from a corporate directory (while on another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li> <li>2. User your keypad to enter a full or partial name and press <b>Search</b>.</li> <li>3. Scroll to a listing and press <b>Dial</b>.</li> <li>4. Choose a menu item to handle the original call: <ul style="list-style-type: none"> <li>- <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>- <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li> <li>- <b>Conference</b>—Creates a conference call with all parties, including you. (Press <b>Confrn</b> or <b>Conference</b> again after dialing to complete the action.)</li> <li>- <b>EndCall</b>—Disconnects the first call and dials the second.</li> </ul> </li> </ol>
See if the phone line in the directory is busy	Look for Busy Lamp Field (BLF) indicators. See <a href="#">Using BLF to Determine a Line State, page 43</a> .

## 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 [Using the Personal Directory on the Web, page 64](#).

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> (exact name can vary).</li> <li>2. Enter your Cisco Unified Communications Manager user ID and PIN, then press <b>Submit</b>.</li> </ol>
Search for a PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Enter search criteria and press <b>Submit</b>.</li> <li>3. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>4. Highlight the PAB listing that you want and press <b>Select</b>.</li> </ol>

If you want to...	Then...
Dial from a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>. (You may need to press the <b>more</b> softkey to see <b>Dial</b>.)</li> <li>4. Enter the participant's phone number.</li> <li>5. Highlight the number that you want to dial and press <b>OK</b>.</li> <li>6. Press <b>OK</b> again to dial the number.</li> </ol>
Delete a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Delete</b>.</li> <li>4. Choose <b>OK</b> to confirm the deletion.</li> </ol>
Edit a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Edit</b> to modify a name or email address.</li> <li>3. If necessary, choose <b>Phones</b> to modify a phone number.</li> <li>4. Press <b>Update</b>.</li> </ol>
Add a new PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Access the Search page by choosing <b>Submit</b>. (You do not need to input search information first.)</li> <li>3. Press <b>New</b>.</li> <li>4. Use your phone keypad to enter a name and email information.</li> <li>5. Choose <b>Phones</b> and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.</li> <li>6. Choose <b>Submit</b> to add the entry to the database.</li> </ol>
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Fast Dial</b>.</li> <li>4. Highlight the number that you want to dial and press <b>Select</b>.</li> <li>5. Highlight the Fast Dial code that you want to assign to the number and press <b>Select</b>.</li> </ol>

If you want to...	Then...
Add a new Fast Dial code (not using a PAB entry)	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. Press <b>Fast Dial</b>.</li> <li>3. Highlight a Fast Dial code that is unassigned and press <b>Select</b>.</li> <li>4. Press <b>Assign</b>.</li> <li>5. Enter a phone number.</li> <li>6. Press <b>Update</b>.</li> </ol>
Search for Fast Dial codes	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>3. Highlight the listing that you want and press <b>Select</b>.</li> </ol>
Place a call using a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>.</li> <li>4. Choose <b>OK</b> to complete the action.</li> </ol>
Delete a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Remove</b>.</li> </ol>
Log out of Personal Directory	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> (exact name can vary).</li> <li>2. Choose <b>Logout</b>.</li> </ol>

## Tips

- Your system administrator can provide 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. 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.
- (SCCP and SIP phones) Your phone may 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.