Recent Calls

Recent calls list

Use the Recents list to see the 180 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

When STIR/SHAKEN support is implemented on the server, the phone displays an extra icon next to the caller ID based on the caller's STIR/SHAKEN verification result. Based on the verification result, the phone displays three types of icons. For more information on the icons, see View your Recent Calls, on page 1.

View your Recent Calls

Check to see who's called you recently.

Note   Each line has missed call badging. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

The missed call badge and the actual number of missed calls may be different due to a display limit of 180 calls for the Recents list. This limit consists of outgoing calls, missed calls, and incoming calls. Also, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Procedure

Step 1	Press.**Settings**.
Step 2	Do one of these actions:

- Desk phones: Select a line to view and press **Applications** ⚙.
- Conference phones: Press **Settings**.

Step 3   Select **Recents** to access the **Recents** screen.

You can also press **Recents** softkey on the phone home screen. You only see this softkey when your administrator configures it on the phone web interface.

When you press the **Recents** softkey, it directly goes to the **All calls** screen automatically.

Step 4   In the **Recents** screen, choose to view all recent calls, or to view a certain kind of recent calls from the following calls list.

- All calls
- Missed calls
- Received calls
- Placed calls
- Display recents from

To know more on how to view call logs using the **Display recents from** option, see .

Your administrator configures the **Option**, **Call**, **Edit call**, **Filter**, and **Back** softkeys in this screen for All, Placed, Received, and Missed calls list. When configured, you can see those softkeys when you access any of the menus in the above calls list. The softkeys can also appear as one of the **Option** menus of calls list based on the configuration.

Your administrator enables support to log Webex calls. In the **All calls** screen, if the call is represented by a phone number, you can see **Call** and **Edit call** softkeys. If the call is not represented by a phone number, the phone doesn't show both the softkeys.

Each menu in the above calls list contains **Option** softkey with the following menus.

- Filter ‑ Allows to access **Recents** screen, when pressed.

  Availability of this menu depends on your adminsitrator's softkey configuration on the phone web interface.

- Edit call ‑ Enables to edit any call entry details, when pressed.

  Availability of this menu depends on your adminsitrator's softkey configuration on the phone web interface.

- Delete entry ‑ Deletes any selected entry, when pressed.

- Delete list ‑ Deletes all the entries in the selected menu, when pressed.

- Sort by name ‑ Sort according to caller names when selected.

- Add contact ‑ Adds a new contact to the directory.

When your administrator enables support to log Webex calls, and in the **All calls** screen, if the call is represented by a phone number, you can see **Add contact** option. If the call is not represented by a phone number, the option menu doesn't contain the **Add contact** option.

Note

- An extra icon ⬡ next to the caller id is displayed on the phone indicating a validated call.

  When you go to the call details of any call, you can view if the call is a missed call or an answered call.

- An extra icon 🚫 next to the caller id is displayed on the phone indicating an illegitimate caller.

- An extra icon ❓ next to the caller id is displayed on the phone indicating an unverified call.

View Webex Call Logs Duration

You can view duration of a received and placed Webex call.

Before you begin

- The phone is onboarded to the Webex cloud server.

- Your administrator adds the **Display recents from** menu on your phone.

- When your administrator enables support to show logs from Webex calls, the **Webex** option is available in the Display recents from menu.

Procedure

Step 1   Select **Recents** to access the **Recents** screen.

You can also press **Recents** softkey on the phone home screen. You only see this softkey when your administrator configures it on the phone web interface.

When you press the **Recents** softkey, it directly goes to the **All calls** screen automatically.

Step 2   In the **All calls** screen, select a call log.

When you select a placed call or a received call, you can see the call duration in the **Duration** field. For a missed call, the call duration information is not available.

Spam Indication for Webex Calls

If your phone is registered to Webex server, the phone displays the following icons as verification in call sessions, local call logs, and Webex call logs.

- An extra icon next to the caller id is displayed on the phone indicating a validated call.

Note Cisco IP Conference Phone 8832 doesn't support red color icon.

When you go to the call details of any call, you can view if the call is a missed call or an answered call.

- An extra icon next to the caller id is displayed on the phone indicating an illegitimate caller.

- An extra icon next to the caller id is displayed on the phone indicating an unverified call.

View Calls Logs from Server

You can view a separate list for the BroadWorks XSI server call logs, for the local call logs, and for the logs from Webex cloud server depending on your selection.

The phone does a reverse name lookup against local personal directory when the user navigates the BroadWorks call log on the phone.

Before you begin

Your administrator adds the **Display recents from** menu on your phone.

When your administrator enables support to show logs from Webex calls, the **Webex** option is available in the **Display recents from** menu.

Procedure

Step 1 Press **Settings**

Step 2 Select **Recents**.

Step 3 Select **Display recents from** and choose one of the options.

- **XSI Server**: Displays call logs stored on and transferred from the server.
- **Phone**: Displays call logs stored on the phone.
- **Webex**: Displays call logs stored in the Webex cloud server.

Step 4 Click **Set**.

You can view all calls, missed calls, received calls, and placed calls list.

Return a recent call

Procedure

Step 1   Do one of the following actions:

- Desk phones—Press **Applications** .
- Conference phones—Press **Settings**.

Step 2   Press **Recents**.

If your administrator configured the **Missed** softkey, and there is a missed call, you can use the **Missed** softkey on the phone's home screen to access the **Missed calls** list.

Step 3   Select the call record that you want to dial.

Step 4   (Optional) Press **Edit call** to edit the call record.

Step 5   Press **Call**.

Clear the recent calls list

Procedure

Step 1   Press **Settings**.

Step 2   Do one of the following actions:

- Desk phones—Press **Applications** .
- Conference phones—Press **Settings**.

Step 3   Select **Recents**.

Step 4   Select a list that you want to delete.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

Step 5   Press **Option** and select **Delete all**.

| Step 6 | Press **OK**. |

Create a Contact from a Recents Record

Procedure

Step 1	Press **Settings**.
Step 2	Select **Recents**.
Step 3	Select a list item.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

    To view calls in the **Display recents from** option, see .

Step 4	Highlight the individual record that you want to add.
Step 5	Press **Option**.
Step 6	Press **Add contact**.

The menu label shows the target directory to which you want to add the contact:

- If the menu **Add personal address entry** displays, you add the contact to the local personal address book.

- If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.

Your administrator can change the target directory.

| Step 7 | Press **Save** to add the contact. |

Delete a call record

Procedure

| Step 1 | Press **Settings**. |
| Step 2 | Do one of the following actions: |

- Desk phones—Press **Applications** .
- Conference phones—Press **Settings**.

Step 3 Select **Recents**.

Step 4 Choose to view all recent calls, or to view a certain kind of recent call.

> • All Calls
> • Missed Calls
> • Received Calls
> • Placed Calls
> • Display recents from

Step 5 Highlight the individual record or call group that you want to delete.

Step 6 Press **Option**.

Step 7 Select **Delete entry**.

Step 8 Press **OK**.

> **Note** For more information, refer to 6800, 7800, 8800, 7832, and 8832 Multiplatform Phones User Guides.

Delete All Call Records

You can delete all call history records on your phone.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Recents**.

Step 3 Select **All calls**.

Step 4 Press **Option** and select **Delete all**.

Step 5 Press **OK**.

Delete All Call Records