

Call History

Geez...they hung up on me. Lucky me, I can call them back.

What was his name?

And it's so easy to go back and check.



Note:

Functions may vary slightly between IP230 and IP 480

History is a record of each caller entry (if available). History also shows the date and time of the call. You can view all calls, filter calls, dial directly from History or delete calls.

View List – shows all calls placed, received and missed.

1. Press the **History** button
2. Use the and navigation keys to scroll through and review your call history (To scroll quickly, press and hold a navigation key.)
3. To filter the calls in your call history, do the following:
 - a. Press the **More** soft key
 - b. Press the **Filter** soft key
 - c. Use the navigation key to scroll to one of the following options:
 - Select **To** to show all outbound calls
 - Select **From** to show all inbound calls
 - Select **Missed** to show all missed calls
 - d. Press the **OK** soft key

Placing a Call

1. Press the History button
2. Use arrow navigation keys to scroll through the History list until the name of the person you want to call is highlighted (To scroll quickly, press and hold a navigation key.)
3. With the name of the person you want to call highlighted, choose one of the following options to dial the call:
 - a. Press the **Dial** soft key
 - b. Press the selector button on the navigation keypad
 - c. Press a call appearance button
 - d. Pick up the handset to take the phone off hook
 - e. Press the speaker button to take the phone off hook
 - f. Press the headset button to take the phone off hook

Deleting a Call from History Viewer

1. Press the **History** button
2. Press the **More** soft key
3. Use the and navigation keys to scroll through the History list until the call you want to delete is highlighted
4. Press the **Delete** soft key
The call is removed from the History viewer

Thank you for reading your ShoreTel Tip. Have a great week!