# Call Back Using Call History on the SPA525G and SPA525G2 IP Phones using Soft Keys

# **Objectives**

The call history is important because it allows a user to see who has been called, who has called, and which calls were missed. It allows the user to call numbers on that list back, if the number is shown.

This document describes how to view the call history on the SPA525G AND SPA525G2 IP Phones

# **Applicable Devices**

- SPA525G IP Phone
- SPA525G2 IP Phone

#### **Call Back From All Call History Menu**

Step 1. Push the Set Up soft key.

01/	01/04/12 01:39p 🛁 🛛 🕅 🕅 🕅 🕅 🖗 User Name		
Inf	Information and Settings		
1	Call History		
2	Directories		
3	3 Network Configuration		
4	User Preferences		
5	Status		
6	CME Services		
	POD-1		
	Select		Exit

Step 2. Push the soft key for Call History.

01/04/12 01:39p 🛁		ſ	8	User Name	
Call History					
1 🔍 All	Calls				
2 🛛 🕺 Mis	ssed Calls				
3 📀 Re	ceived Calls				
4 🗨 Pla	ced Calls				
POD-1					
Option	Select			Back	K

Step 3. Push the soft key for All Calls.

01	01/04/12 01:39p 🖵			User Name	
AI	l Calls				
1	User Name XXX 01/01/12	12:00p			
2	User Name XXX 01/01/12	12:00p			
3	User Name XXX 01/01/12	12:00p			2.00
	POD-1				
(	Option	Dial	Edit	Dial	Exit

Step 4. Select a number from the menu that is the desired call back number.

Step 5. Push the Dial or Edit Dial soft key to call the selected number or edit the number before calling.



## Call Back From Missed Call History Menu

Step 1. Push the Set Up soft key.



Step 2. Push the soft key for Call History.

01/04/12	01/04/12 01:39p 🛁		User Name
Call History			
1 0	All Calls		
2 🛛 😣	Missed Calls		
3 📀	<b>Received Calls</b>		
4 🗲	Placed Calls		
POD-1			
Option	Select		Back

Step 3. Push the soft key for Missed Calls.

01	01/04/12 01:39p 🛁			User Name	
Mi	ssed Calls				
1	User Name XXX 01/01/12	12:00p			
2	User Name XXX 01/01/12	12:00p			
3	User Name XXX 01/01/12	12:00p			
	POD-1				
(	Option	Dial	Edit D	Dial	Exit

Step 4. Select a number from the menu that is the desired call back number.

Step 5. Push the Dial or Edit Dial soft key to call the selected number or edit the number before calling.

01/04/12 01:39	р —	8	User Name	
Enter Number:				
<u>x</u> xx				<b>a</b>
Enter number				
LAB				
Dial	<<	AbbrD	Dial C	Cancel

## Call Back From Received Call History Menu

Step 1. Push the Set Up soft key.

01/	04/12 01:39p —	8	User Name	
Infe	ormation and Settings			
1	Call History			
2	Directories			-
3	Network Configuration			
4	User Preferences			
5	Status			
6	CME Services			
	POD-1			
	Select		Exit	

Step 2. Push the soft key for Call History.

01/04/12 01:39p 🛁		í¥	User N	lame
Call History				
1 (O) Al	Calls			
2 🛛 😣 Mi	ssed Calls			
3 🗢 Re	ceived Calls			
4 🗨 Pla	aced Calls			
POD-1				
Option	Select			Back

Step 3. Push the soft key for Received Calls.

01	/04/12 01:39p 🗆		\$	User N	lame
Re	ceived Calls				
1	<ul> <li>User Name</li> <li>XXX</li> <li>01/01/12 1</li> </ul>	2:00p			
2	User Name XXX 01/01/12 1	2:00p			
3	➡ User Name XXX 01/01/12 1	2:00p			
	POD-1				
(	Option	Dial	Edit	Dial	Exit

Step 4. Select a number from the menu that is the desired call back number.

Step 5. Push the Dial or Edit Dial soft key to call the selected number or edit the number before calling.

01/04/12 01:39p		8	User Name	1
Enter Number:				
<u>x</u> xx				<b>~</b>
				<b></b>
Enter number				
LAB				
Dial	<<	AbbrD	Dial	Cancel

## Call Back From Placed Call History Menu

Step 1. Push the Set Up soft key.

01/0	04/12 01:39p 🖵	\$	User Name	
Info	Information and Settings			
1	Call History			
2	Directories			-
3	Network Configuration			
4	User Preferences			
5	Status			6
6	CME Services			
	POD-1			
	Select		Exit	

Step 2. Push the soft key for Call History.

01/04/12 01:3	39p 🛁		8	User Name	
Call History	Call History				
1 (O All	Calls				
2 🛛 🛛 Mis	sed Calls				<u> </u>
3 🕞 Re	ceived Calls				
4 🗢 Pla	ced Calls				
					<u> </u>
POD-1					
Option	Select			Back	(

Step 3. Push the soft key for Placed Calls.

01/04/12 01:39p 🗕			18	Jser Name	
Placed Calls					3
1	<ul> <li>User Nam XXX 01/01</li> </ul>	ne /12 12:00p			2
2	User Nam XXX 01/01	ne /12 12:00p			3) 2)
3 C User Name XXX 01/01/12 12:00p					
	POD-1				
Option		Dial	Edit Di	ial Exit	

Step 4. Select a number from the menu that is the desired call back number.

Step 5. Push the Dial or Edit Dial soft key to call the selected number or edit the number before calling.

