

# Tracking your incoming calls

## Using Call Log

Telephones can be programmed to automatically log Call Display information for calls on an external line. The line must appear on that telephone but it does not have to be a ringing line.

Alternatively, telephones can be programmed to log all calls coming into a telephone. This includes calls arriving on an Answer DN or through Call Forward. This option fills up the log space quickly, so it is recommended that you have autobumping activated on the telephone. Refer to *Enabling and disabling autobumping* on page 139.

The system administrator determines which type of logging the system will use, and which telephones will log calls or which lines on specific telephones log calls.



**WARNING:** *If the method of call log programming is changed on a configured system, all existing logs will be deleted.*

If your system is equipped with the appropriate equipment, and you have subscribed to the call information feature supplied by your service provider, you are able to capture information about incoming callers in your call log. The same feature is supplied by an ISDN service package that comes with calling line identification (CLID).

For each call, the call log record can contain:

- sequence number in the Call Log
- name and number of the caller
- indication if the call was long distance
- indication if the call was answered, and identify who answered it
- time and date of the call
- number of repeated calls from the same source
- name of the line that the call came in on

Call Log can help you to

- keep track of abandoned or unanswered calls
- track patterns for your callers, for example, volume of calls and geographical location of calls
- record caller information quickly and accurately
- build a personal telephone directory from log items

The long distance indicator and the name and number of the call may not be shown in the log. This information depends on the Call Display services provided by your local telephone company and the local telephone company of the caller.

To use the features on the following pages, your telephone must have spaces available in its Call log. Your installer or customer service representative programs each telephone with an appropriate number of spaces.

## Call Log options

With this feature, you can select the type of calls to be stored in your Call Log. Choose from four Autolog options: **No one answered**, **Unanswered by me**, **Log all calls**, **No autologging**.

1. Press     . The display shows the current option.
2. Press  or **NEXT** to change the option.
3. Press  or **OK** to select the display option.

## Logging a call manually

If your calls are not automatically logged, you can manually log call information when you are connected to an external call. Storing information for your current call can be helpful in many situations.

For example, you may want to

- record caller information without using paper and pencil
- record only selected calls of your choice, rather than relying on the automatic Call Log
- quickly record caller information before a caller hangs up

## Enabling and disabling autobumping






Your log has a set number of items that it can hold. When it becomes full, new calls cannot be logged. When your log is full, Autobumping automatically deletes the oldest Call Log item when a new call is logged.

Press     to enable autobumping.

Press      to disable autobumping.



## Viewing your Call Log

To view your log:

1. Press  **8**  **2**. The display shows the number or previously read items (old) and the number of new, unread items (new) in the log.
2. Press  or **OLD** to view old items.  
Press  or **NEW** to view new items.  
Press  or **RESUME** to display the last item you viewed, the last time you viewed your Call Log.



Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.

## Viewing a Call Log item



Press   or **MORE** to view the information for a call log item.

## Erasing log items

You should routinely erase log items to make space for new items in your log.

1. Display the item you want to erase.
2. Press  or **ERASE**.
3. Press  to exit.

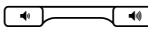
If you accidentally erase an item, you can retrieve it.

1. Press  or **UNDO** immediately.
2. Press  to exit.

## Making a call using Call Log





You may find it helpful to place calls from within your Call Log. The number stored for each call may vary, depending on the type of call. For example, if the call was placed from a Centrex or PBX system, the first few numbers may need to be trimmed before you can make the call. If the number you want to call is long distance, or if you want to use a line pool, you may need to add numbers.

To place a call from a call log:

1. Display the log item for the call you want to place.
2. Display the associated telephone number.
3. Press  or **TRIM**, once for every digit that you want to remove.
4. Dial any extra digits required.
5. Press an external line or line pool button.
6. Lift the receiver. (This is not necessary if handsfree is programmed at your telephone.) The displayed number is dialed.

## Creating a password to your Call Log

To access your Call Log through a password:

1. Press    . The display reads **New Password:**.
2. Enter your four-digit password.  
The display reads **Repeat New:**.
3. Re-enter your four-digit password. The display reads **Password changed**, which confirms that your password has been assigned.

To enter Call Log using your password:

1. Press to enter Call Log. If you have programmed a password, the display reads **Password:**.
2. Enter your four-digit password.

If you forget your Call Log password, it can be deleted in programming. See *Using passwords* on page 217.

### Changing your Call Log password

Use this procedure when you want to change the Call Log password for your telephone.

1. Press . The display reads **Old Password:**.
2. Enter your old password.  
The display reads **New Password:**.
3. Enter your new four-digit password.  
The display reads **Repeat New:**.
4. Re-enter your password.  
The display reads **Password changed**, which confirms that your password has been changed.

### Deleting an assigned password

Use this procedure when you want to delete an assigned password.

1. Press . The display reads **Old Password:**.
2. Enter your old password.
3. The display reads **New Password:**.
4. Press or **OK**.  
The display reads **No Pswd assigned**, which confirms that your password has been deleted.

## Displays

```
1:Unknown name
NEXT ERASE MORE
```

The caller name is unavailable.

```
1:Unknown number
NEXT ERASE MORE
```

The caller number is unavailable.

```
12:KATE SMITH
NEXT ERASE MORE
```

\_ indicates a new item.


```
12:KATE SMITH
NEXT ERASE MORE
```

⌋ indicates that the call was answered.

```
125:KATE SMITH
NEXT ERASE MORE
```

5 indicates a long distance call.

```
49/1234567890123
NEXT ERASE MORE
```

↙ indicates that the stored number has been shortened to its final 11 digits. Press  or **MORE** to display additional information about the call.

```
Call(s) bumped
NEXT ERASE MORE
```

One or more log entries have been deleted by the Autobumping feature while you are looking at the Call Log.

```
Hold or release
NEXT ERASE MORE
```

Hold or release your active call before entering Call Log.

```
In use: SETNAME
NEXT ERASE MORE
```

The external line is in use.

```
Jan 4 9:00a 3X
NEXT ERASE MORE
```

The repeat call counter, shown along with time and date, indicates the number of calls you received from the same caller.

```
Line001 ⌋227
NEXT ERASE MORE
```

This call was answered at another telephone (227).

```
Line001 ⌋Logit
NEXT ERASE MORE
```

This call was logged manually.

```
Line001
NEXT ERASE MORE
```

This call was not answered.

Messages & Calls  
MSG CALLS

There are one or more items in your message waiting list, and there are one or more new items in your Call Log. Press **[\*] [8] [0] [6]** to change the first line of the display to the current time and date.

New calls begin

You have viewed your last old log item and now view your new log items.

No info to log

No information is available for the call.

No log assigned

No log space has been assigned to the telephone.

No resume item

The resume item has been removed because of Autobumping, repeat call update, or log reallocation while you are looking at the Call Log.

For other displays, see *Common feature displays* on page 249.

## Using external Voice mail

If you subscribe to a voice message service outside your office, you can access that service through your Norstar system. Your installer or customer service representative programs your Norstar telephone to indicate when you have a voice message waiting on a particular line.

To find out if your external voice message service works with Norstar, or if you have any problems with your service, contact your voice message service provider.