



Call History

Mike Johnstone - 2024-05-15 - Softphones

Call History

You can use the History Page to keep track of All Calls, Missed Calls, and Conferences made or received on your App.

Quick Guide for All Calls page:

1. Log into the App.
2. Tap **History** > **All Calls**.

All Calls is shown as default, containing the list of all **received** and **made** calls, **missed** calls, and **video conference** records on your App.

The calls shown in green means a **completed call**. To get to know if it's either an outbound call or an incoming call, check the arrow along with the number, or simply tap on the detailed information icon. The calls shown in red means a **missed call**. To get to know if it's either an outbound call or an incoming call, check the arrow along with the number, or simply tap on the detailed information icon.

The **conference** record is shown in the **All Calls** section, presenting the link used for the meeting. Both host and guest have the same records on history. To get to know more details of the meetings, such as full link and video conference duration, tap on the detailed information icon.

Quick Guide for Missed Calls page:

1. Log into the App.
2. Tap **History** > **Missed Calls**.

Missed Calls works as a filter to show only the list of all missed calls on your App.

Note: *The missed calls will also be shown on the All Calls page.*

All of the missed calls are shown in red. To get to know if it's either an outbound missed call or an incoming missed call, check the arrow along with the number, or simply tap on the detailed information icon.

To make an outbound call from the History Page, either from All Calls or Missed Calls, just tap on the number on the list to start the call out, or tap on the Detailed Information icon then tap on the Phone icon.

Note: In case you have more than one number added to your App, the History Page will present the list of calls for all the numbers you have added.

Etiquetas

Softphone & Web App