



TOWN OF OLD SAYBROOK
Information Technology

View Recent Calls by Extension

Phone Tips

Some users with multiple extensions on their phones have expressed frustration that they could not figure out which entries on the **“Recent Call List”** were associated with which extensions.

Good news... It is possible to filter the **“Recent Call List”** to look at specific extensions!

Previously, I explained how to use the **Type soft key** while viewing recent calls to select only **All**, **Missed**, **Received** or **Placed** calls. When selecting **Type**, if you continue to scroll down the options beyond the **Placed** type you will see additional options to select individual extensions for viewing.

Using either the **Home Screen** or **Navigation Arrows** method get to the **“Recent Call List”**.

- Hit the **Type soft key** to bring up the filtering options.
- Select **Type** of **All**, **Missed**, **Received** or **Placed**. **Do NOT hit Back yet!**
- Using the **Navigation Arrows** continue to scroll downward so that the **“Line”** filter and list of extensions appears.
- **Select** either an **individual extension** or **All**.
- Hit the **Back soft key** to return to the **“Recent Call List”**.
- The list will now be displaying the selected call type for the selected extension. For example, **Missed** calls on extension **5003**.

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.

