



CALLS & MISSED CALLS

Abadata Connect Customer Training Guide

Your Abadata Connect phone and Dashboard both provide useful call-history information. The telephone display is convenient for quickly checking recent calls and missed calls at your desk. The Dashboard provides another way to review call activity and, when enabled, access additional reporting and call recordings.

VIEW CALLS FROM THE TELEPHONE DISPLAY

Yealink phones provide a **call history** on the display. Depending on the model and configuration, you can use the display's **History** or call-history option to review recent activity.

1	From the telephone display, open History (or the call-history menu on your model).
2	Review the available call lists. These commonly include All Calls , Missed Calls , Placed/Dialed Calls , and Received Calls .
3	Highlight a call to view the caller's name/number and available call information.
4	To return the call, select the entry and use the displayed Send/Call option, or lift the handset as appropriate for your phone.

MISSED CALLS

A missed call is a call that rang your phone but was not answered there. Your phone's history makes it easy to see who called and return the call. **A missed-call pop-up notification can also be enabled if desired.** Because repeated pop-ups can be distracting—especially on phones that receive many calls—**most Abadata Connect installations default this pop-up to OFF.**

VIEW CALL INFORMATION FROM THE DASHBOARD

The **Abadata Connect Dashboard** provides another way to review call activity. This can be especially useful when you are away from the physical phone, need to look farther back in call history, or want additional call information.

Call History / Information	Review call records and details available to your user or organization according to your permissions.
Missed Calls	Use call records to identify incoming calls that were not answered and obtain the available caller information.
Placed & Received Calls	Review outgoing and answered incoming call activity.
Reporting	Authorized users can use the Dashboard's Reports area for more detailed call information and reporting features.

OPTIONAL CALL RECORDING

Call Recording is an optional Abadata Connect feature. When Call Recording is enabled and the user has appropriate permissions, recordings can be accessed through the Dashboard's **Reports** section along with associated call information.

Call Recording can be useful for training, quality review, documentation, and other business needs. Organizations using recording should establish appropriate policies and comply with applicable consent, privacy, and recording laws.

QUICK TIP

At the phone: use the display's call history for a fast look at recent and missed calls.

At the Dashboard: review call information and reporting; if Call Recording is enabled, authorized users can also access recordings from Reports.