Call Someone Back on Your Desk Phone

# Purpose

We have been writing down any phone number that we need to call back from our Avaya desk phones. The following are the proper steps to get a caller’s number and/or call them back.

# Steps

1. Configure the call log to log all calls instead of just unanswered calls (the default).
   1. Click the **Services** button.
   2. Use the arrow keys to navigate to **Telephone Options**. Click **Select**—either the leftmost unlabeled button or the arrow button in the middle of the arrow keys.
   3. Navigate to **Call Log Options**. Click **Select**.
   4. Navigate to **Incoming Calls**. Click **Select**.
   5. If your phone does not say **Log Mode: all calls**, click **Select**. Navigate to **Log All Calls**. Click **Select**.
2. To access a previous caller’s phone number, access the Callers List by selecting **Callers**—the second unlabeled button from the left.