

- [Enabling Last Call Return](#) Automatically redials the number of the last received call.

To troubleshoot any problems with your Polycom phones on the network, see [Troubleshooting Your Polycom Phones](#). For more information on the Web Configuration Utility, see [Provisioning with the Web Configuration Utility](#). For instructions on how to read the feature descriptions in this section, see [Reading the Feature Parameter Tables](#).

## Configuring the Call Logs

The phone records and maintains phone events to a call log, also known as a call list. These call logs contain call information such as remote party identification, time and date of the call, and call duration. The log is stored as a file in XML format named **<MACAddress>-calls.xml** to your provisioning server. If you want to route the call logs to another server, use the `CALL_LISTS_DIRECTORY` field in the master configuration file. You can use the call logs to redial previous outgoing calls, return incoming calls, and save contact information from call log entries to the contact directory. All call logs are enabled by default. See [Table 6-1: Configuring the Call Logs](#) for instructions on how to enable or disable the call logs.

The phones automatically maintain the call logs in three separate call lists: Missed Calls, Received Calls, and Placed Calls. Each of these call lists can be cleared manually by individual phone users. You can delete individual records or all records in a group (for example, all missed calls). You can also sort the records or filter them by line registration.

The call lists on the SoundPoint IP and SoundStation IP phones will not be cleared or deleted when the phone reboots. As of Polycom UC Software 4.0.1, the VVX 500 and 1500 phones will remember the previous call history after a restart or reboot.



### Tip: Merged Call Lists

On some phones, missed and received calls display in one call list. In these combined lists, you can identify call types by the icons:

Missed call icon  Received call icon .

**Table 6-1: Configuring the Call Logs**

Central Provisioning Server	template > parameter
Enable or disable call logs or individual call logs. ....	<b>features.cfg</b> > <b>feature.callList.enabled</b>
Enable or disable the missed call list .....	<b>features.cfg</b> > <b>feature.callListMissed.enabled</b>
Enable or disable the placed call list .....	<b>features.cfg</b> > <b>feature.callListPlaced.enabled</b>
Enable or disable the received call list .....	<b>features.cfg</b> > <b>feature.callListReceived.enabled</b>

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
<b>feature.acdServiceControlUri.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>0</b>
If 0, the ACD service control URI feature is disabled. If 1, the feature is enabled.		
<b>feature.audioVideoToggle.enabled</b>	<b>0 or 1</b>	<b>0</b>
VVX 1500 only. If 0, the audio/video toggle feature is disabled. If 1, the feature is enabled.		
<b>feature.bluetooth.enabled</b>	<b>0 or 1</b>	<b>1</b>
VVX 600 only. If 0, the Bluetooth headset feature is disabled. If 1, the feature is enabled.		
<b>feature.broadsoftdir.enabled</b>	<b>0 or 1</b>	<b>0</b>
If 1, the BroadSoft Enterprise directory is enabled. If 0, the directory is disabled.		
<b>feature.broadsoftUcOne.enabled</b>	<b>0 or 1</b>	<b>0</b>
If 1, the BroadSoft UC-One feature is enabled. If 0, the feature is disabled.		
<b>feature.callCenterStatus.enabled</b>	<b>0 or 1</b>	<b>0</b>
If 0, the Status Event Threshold capability is disabled. If 1, the Status Event Threshold capability is enabled.		
<b>feature.callList.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>1</b>
<b>All locally controlled call lists.</b>		
<b>feature.callListMissed.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>1</b>
<b>The missed calls list.</b>		
<b>feature.callListPlaced.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>1</b>
<b>The placed calls list.</b>		
<b>feature.callListReceived.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>1</b>
<b>The received calls list.</b>		
If 0, the call list is disabled. If 1, the call list is enabled. To enable the Missed, Placed, or Received call lists, feature.callList.enabled must be enabled. Note: You cannot disable the call list feature on the SoundPoint IP 321/331/335.		
<b>feature.callPark.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>0</b>
If 0, the call park and call retrieve features are disabled. If 1, the features are enabled.		
<b>feature.callRecording.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>0</b>
VVX phones and SoundPoint IP phones with a USB port only. If 0, the call recording and playback feature is disabled. If 1, the feature is enabled.		
<b>feature.corporateDirectory.enabled</b>	<b>0 or 1</b>	<b>0</b>
If 0, the corporate directory feature is disabled. If 1, the feature is enabled.		
<b>feature.directedCallPickup.enabled<sup>1</sup></b>	<b>0 or 1</b>	<b>0</b>
If 0, the directed call pickup feature is disabled. If 1, the feature is enabled.		