

Viewing Call History with FeaturePlus

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Overview












The Call History screen gives you a detailed breakdown on the calls that you have made and received on all the phones registered to your account in reverse chronological order i.e. most recent first. The history will be kept for 90 days. Further details can be found in the SUPPORT section of the FeaturePlus web portal at www.featureplus.com


How to View Call History

1. Go to www.featureplus.com and log in using your User Login and password.
2. Click on CALL HISTORY from the drop down menu.
3. You can then have the option to display
 - Calls Received
 - Calls Made
 - Search for Calls
4. Click on the appropriate tab to select the option you require.

Call History

[Calls received](#) | [Calls made](#) | [Calls search](#)

| Date | Time | From | To | Location / Additional details | Duration | Detail |
|--------|----------|-------------|--|-------------------------------|----------|--------|
| 27 Mar | 15:42:05 | 02079939666 | 3123 | | 00:27 | ★ |
| 26 Mar | 23:26:48 | 02079939666 | Gamma Telecom  | | - | ★ |
| 26 Mar | 23:13:29 | 02079939666 | 07852985243  | Mobile T-Mobile | - | ★ |
| 26 Mar | 23:13:05 | 02079939666 | 00353863080838  | Ireland Mobile | - | ★ |
| 24 Mar | 13:44:54 | 02079939666 | 0035361354062  | | 19:12 | ★ |
| 24 Mar | 13:44:00 | 02079939666 | 00353863080838  | Ireland Mobile | 00:14 | ★ |
| 24 Mar | 13:42:28 | 02079939666 | 00353863080838  | Ireland Mobile | 00:03 | ★ |
| 23 Mar | 19:52:19 | 02079939666 | 02072787678  | Kings Cross, London | 00:42 | ★ |
| 23 Mar | 19:51:45 | 02079939666 | 02077278767  | Bayswater, London | - | ★ |
| 23 Mar | 19:51:10 | 02079939666 | 02077278767  | Bayswater, London | - | ★ |
| 22 Mar | 20:30:44 | 02081502570 | James Bushell  | | - | ★ |
| 22 Mar | 20:30:26 | 02081502570 | James Bushell  | | - | ★ |

(1 to 12 of 236 items) 

The **Calls Made** table gives the time and date of each call together with which of your phones made the call. The 'To' column gives the number which called you, or their name if the number is in your address book. If the number isn't one that you already have in your address book you have the option of saving the number by clicking the icon. The number will be blank if the caller withheld the number or for some international calls.

Location gives you some information regarding the location of the caller where possible

Detail shows an icon to explain how the call was terminated:

- ★ Call was successfully completed
- ★ Caller hung up before call was connected
- ★ Call was not connected
- ★ Call was rejected
- ✉ Call was forwarded to your Voice Mail (by clicking on you will taken to your voice mail in box)

The **Calls Received** table holds similar information about the calls made to you. If you have more calls than will display on a single page, you can scroll to earlier calls using the arrow keys in the bottom right of either call list.

Please note: diverted and forwarded calls show up in the call history under Calls Received, but not under Calls Made.


Searching Call History


You can search through the call history for specific types of calls.



1. Click on 'Calls Search' Tab
2. Select the type of call you wish to search for and the appropriate date range. You can search for
 - a. Received Calls
 - b. Missed Calls
 - c. Made Calls
 - d. All Calls
3. Click on the Magnifying Glass icon to reveal the results.
4. If you want to call the number in the Call history, Click on the telephone number and click on 'OK' when prompted. The FeaturePlus handset will then ring. Pick up the handset and the call will be automatically connected.

Search and download

The third tab in the **Call History** screen provides you with the ability to search for either calls made, calls received or both between specific dates - you can then download the results in to Excel:



1. Choose whether you want to search for all calls types, Calls Made, Calls Received or Missed calls.
2. Select the dates between which you want to search, remembering that only the last 90 days of data is kept in the system.
3. Click on  to show the results.

To download the results in to Excel (CSV format) simply click on , or to download the file in XML format then click on 

Click-to-Call

This feature permits you to click on the phone numbers appearing in the call history and have your phone automatically call them for you