

Introduction

This guide is intended to help you understand the related features and functions of your Cisco 9871 phone. Keep in mind, there are many ways to perform certain functions on the phone; our goal is to show you the easiest way to perform each one.

Phone interface overview



- **LED indicator** - Shows the status of calls and messages on the phone.
- **Action button** - Use this button to place a service call, such as an emergency call, if configured.
- **Line buttons and feature keys** - Access phone lines, features, and call sessions.
- **Softkeys** - Used to access the phone's functions and services. These keys change depending on the function you're performing.
- **Hold/Resume, Transfer, and Conference** - Place active calls on hold or resume, initiate a transfer, or create a conference call.
- **Headset, Speakerphone, and Mute** - Toggle a headset, speakerphone, or mute on or off. When any of these options are enabled, the button lights up.

- **Keypad** - Use the keypad to input numbers, letters, and symbols.
- **Volume key** - Adjust the volume (plus or minus) of your handset, headset, or speakerphone while off hook, and the ringer volume while the phone is on hook and idle.
- **Favorite, Settings, and Contacts** - Quickly access your voicemail, help desk list, message services, settings, and directories.
- **Navigation cluster** - Consists of the navigation ring and the select button. Used to scroll through menus, highlight items, and select items.

Place a call

To place a call:

1. Use your keypad or favorite buttons to enter a number.
2. Press **Call**, pick up the handset, or press the **speakerphone**.

Dial from your directory

To place a call from your directory:

1. Press **Contacts**.
2. Select **Directory**.
3. Select the desired contact and go to their **number** within the Contact Information screen.
4. Press **Call**. The call is placed, and you can pick up the handset or press the **speakerphone**.

Answer a call

To answer an incoming call:

1. Pick up the handset, press **Answer**, or press the **speakerphone**.

To decline an incoming call:

1. Press **Decline**. When a call is declined, it goes to your voicemail or call-forward-no-answer destination, if configured.

Forward calls

Use call forwarding to divert all incoming calls to another phone number.

To enable:

1. Swipe left on the home screen and then press **Forward**.
2. Select the forwarding type and enter the number where you'd like to forward calls.
3. Press **On**.

To disable call forwarding:

1. Swipe left on the home screen and then press **Forward**.
2. Select the forwarding type and press **Off**.

Turn Do Not Disturb on or off

Do not disturb prevents incoming calls from ringing on your phone.

To enable:

1. Swipe left on the home screen and then press **DND**.
2. Select **On**.
3. When enabled, a Do not disturb bar and the DND icon appear on the phone's header.

To disable:

1. Swipe left on the home screen and then press **DND**.
2. Select **Off**.

Place a call on hold

To place an active call on hold:

1. Press either the **Hold** softkey or function button.

To resume a call from hold:

1. Press **Resume** or press the **Hold** function button.

Transfer a call (blind transfer)

To transfer a call immediately to another person, without talking to them privately:

1. Press **More** and then **BlindXfer**.
2. Enter the destination phone number.
3. Press **Call** to complete the transfer.

Transfer a call (consulted transfer)

To speak privately with the transfer recipient before transferring a call, while on an active call:

1. Press **More** and then **Transfer**.
2. Enter the destination phone number.
The caller is automatically placed on hold, and the destination party's phone rings. When they answer, you can talk privately about the call.
3. To complete the transfer, press **Transfer**.

Park and retrieve a call

Call park places a call on a shared hold so that users can retrieve the call from any phone within the office.

To park a call:

1. Press **More** and then **Call park**.
2. Enter the **extension** you wish to park the call on and press **Call**.
You can now communicate the park number to the person who needs to answer the call.

To retrieve a parked call:

1. Swipe left on the home screen and then press **Call unpark**.
2. Enter the extension the call was parked on and press **Call**. The parked call is now connected.

View call history

To access call history:

1. Press **Recents**. You can filter between **All Calls**, **Missed Calls**, **Received Calls**, or **Placed Calls**.
2. Highlight and press **Select** to view your desired list.

To delete your call history:

1. Press **Recents**.
2. Press **Options** and then **Delete all**.
3. Press **Delete** again to delete your call history.

Manage voicemail

To access and manage your voicemail greetings and messages:

1. Press **Messages** and then press **Select**.
2. When prompted, enter your **passcode** followed by the **pound** key.
3. Follow the prompts to listen to, delete, and save messages.