



USER GUIDE

Cisco Small Business

Cisco Unified Communications Manager Express for IP
Phone Models 30X

June 2010

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Chapter 1: Getting Started	4
About This Document	4
Overview of the Cisco Small Business IP Phones	6
Caring for Your Phone	7
Getting to Know the Cisco SPA 301	7
Getting to Know the Cisco SPA 303	9
Softkey Buttons	11
Using Keypad Shortcuts	12
 Chapter 2: Installing Your Phone	 13
Before You Begin	13
Installing Your Cisco SPA 301 IP Phone	14
Connecting the Handset	14
Connecting the Power	14
Connecting Your Cisco SPA 301 to the Network	15
Installing Your Cisco SPA 303 IP Phone	16
Connecting the Handset	16
Connecting the Power	17
Connecting Your Cisco SPA 303 to the Network	17
(Optional) Installing the Cisco SPA 303 Stand	18
(Optional) Connecting a PC to Your Cisco SPA 303	18
(Optional) Connecting Wired and Wireless Headsets	18
(Optional) Mounting Your Cisco SPA 30X Phone to the Wall	19
Reversing the Handset Retention Tab	25
Verifying Phone Startup	26
Upgrading Your Phone's Firmware	27
 Chapter 3: Using Basic Phone Functions	 28
Using Phone Hardware and Accessories (Cisco SPA 303)	29
Using the Speakerphone	29
Using the Headset with Your IP Phone	29

Switching Between the Handset/Headset/Speakerphone During a Call	29
Adjusting Call Volume and Muting	29
Adjusting Call Volume	29
Adjusting the Ringer Volume	30
Using Mute (Cisco SPA 303)	30
Placing or Answering a Call	30
Using Hold and Resume	31
Using Mute (Cisco SPA 303)	32
Ignoring an Incoming Call When You Are on a Call	32
Ending a Call	32
Transferring Calls (Cisco SPA 303)	32
Performing an Attended Transfer	33
Redialing a Number	33
Viewing and Returning Missed Calls (Cisco SPA 303)	34
Forwarding All Calls to Another Number (Cisco SPA 303)	34
Forwarding All Calls	34
Setting Do Not Disturb (Cisco SPA 303)	35
Picking Up a Call from Another Extension (Cisco SPA 303)	35
Using Call Back	36
Placing a Three-Way Conference Call	36
Using the Local Directory (Cisco SPA 303)	37
Using the Call History Lists (Cisco SPA 303)	38
Deleting All Numbers from the Missed Calls, Received Calls, or Placed Calls List	38
Accessing Voicemail	39

Chapter 4: Using Advanced Phone Features **40**

Logging in to Your Phone/Extension Mobility (Cisco SPA 303)	40
Adding and Using Speed Dials (Cisco SPA 303)	42
Monitoring/Accessing Another Phone from Your Phone (Cisco SPA 303)	44

Customizing Your LCD Screen (Cisco SPA 303)	44
Changing the LCD Screen Contrast	44
Configuring the Phone Screen Saver	44
Turning on the Screen Saver Immediately	45
Updating Your Ring Tone	46
Using the Interactive Voice Response Menu on the Cisco SPA 301	46
Advanced Procedures for Technical Support Personnel	47
Viewing Status Information and Statistics	48
Rebooting, Restarting, and Resetting a Phone	48

Appendix A: Where to Go From Here **50**

Getting Started

This chapter provides an overview of this document and basic information about your Cisco Small Business IP phone.

- [About This Document, page 4](#)
- [Overview of the Cisco Small Business IP Phones, page 6](#)
- [Getting to Know the Cisco SPA 301, page 7](#)

About This Document

This guide describes the concepts and tasks necessary to use and configure your Cisco Small Business IP Phone.

NOTE The Cisco Small Business IP Phone features vary, depending on the type of call control system that you are using and the functions that your phone administrator has enabled. **This document describes using the Cisco Small Business IP Phones with a Smart Phone Control Protocol (SPCP) phone system, such as the Cisco Unified Communications 500 Series.** If you are using your Cisco Small Business IP Phone with a Cisco SPA 9000 Voice System or a BroadSoft or Asterisk system, see the *Cisco Small Business IP Phone SPA 30X (SIP) User Guide*.

Organization

This table describes the contents of each chapter in this document.

	Title	Description
Chapter 1	Getting Started	This chapter provides an overview of this document and basic information about your Cisco Small Business IP phone.
Chapter 2	Installing Your Phone	This chapter provides an overview of this document and basic information about your Cisco Small Business IP phone.
Chapter 3	Using Basic Phone Functions	This chapter provides instructions on using your phone's basic functions. It includes the following sections:
Chapter 4	Using Advanced Phone Features	This chapter describes how to configure advanced features on your IP Phone.
Appendix A	Where to Go From Here	Cisco provides a wide range of resources to help you obtain the full benefits of the Cisco SPA 30X phones. This appendix provides link to many of these resources.

Overview of the Cisco Small Business IP Phones

The Cisco Small Business IP Phones are full-featured VoIP (Voice over Internet Protocol) phones that provide voice communication over an IP network. The phones provide traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or over a speaker.

IP phones also have special features not available in traditional phones. The Cisco Small Business IP phones contain Ethernet ports, or ports that allow them to be linked to the computer network. They also have additional Ethernet ports that allow a computer to be connected to the network through the IP phone. Unlike traditional phones, Cisco Small Business IP phones require a separate power source. This power adapter is included with the phone.

As stated in the **“About This Document” section on page 4**, this document covers the Cisco Small Business IP Phones when used as part of a system such as the Cisco Smart Business Communications System (SBCS). In this system, the phone network is managed by equipment such as the Cisco Unified Communications 500 Series. The Cisco Unified Communications 500 Series uses a protocol called Smart Phone Control Protocol (SPCP) to manage voice, data, and video traffic.

Setup of the phone network, including advanced configuration of the phones, is performed using Cisco Configuration Assistant (CCA) software. This software is available on Cisco.com. Documents for using CCA are listed in **Appendix A, “Where to Go From Here.”**

The following table shows the Cisco Small Business IP Phones covered in this document and their respective features:

	Cisco SPA 301	Cisco SPA 303
Screen	None	128 X 64 monochrome LCD
Lines	1	3
Softkeys	None	4 dynamic
Navigation Button	None	Four-way navigation key

Caring for Your Phone

The Cisco Small Business IP phones are electronic devices that should not be exposed to excessive heat, sun, cold or water. To clean the equipment, use a slightly moistened paper or cloth towel. Do not spray or pour cleaning solution directly onto the hardware unit.

Getting to Know the Cisco SPA 301



#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting/ Status Indicator	<p>The LED color and action indicates the phone or message status:</p> <ul style="list-style-type: none"> Red (solid)—You have a new voice mail message. Red (fast blinking)—You have an incoming call. Red (slow blinking)—You have a call on hold. Red (series of two fast blinks)—Your phone has temporarily lost its Ethernet connection. Orange (fast blinking)—Your phone's firmware is upgrading. Orange (slow blinking)—Your phone is downloading firmware. Orange (series of two fast blinks)—Your phone has permanently lost its Ethernet connection. When the phone is reconnected, it will reboot. Green (solid)—You have an active call on the phone (the phone is off-hook).
3	Ringer button	Push to the On position to turn the ringer on. Push to the Off position to turn the ringer off.
4	Messages button	Press to access voice mail (must be set up by your phone administrator).
5	Flash button	Press to place a call on hold and open another line.
6	Redial button	Press to redial the last number called.
7	Volume button	Press repeatedly to increase the volume of the handset (when the handset is off the phone) or ringer volume (when the handset is on the phone).
8	Keypad	Use to dial phone numbers.

Getting to Know the Cisco SPA 303



#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call or when the phone's firmware is being updated.
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options.

#	Phone Feature	Description
4	Line keys	<p>Indicates phone line status:</p> <ul style="list-style-type: none"> ▪ Off (unlit): Line is idle. ▪ Green: Line is active or in use. ▪ Green (blinking): There is an inbound call. ▪ Red (blinking): Line is on hold. <p>Line key colors depend on your phone system and can vary.</p> <p>These keys can also be programmed by your phone administrator to perform functions such as speed dial, call pickup, or monitoring an extension.</p>
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above. Softkeys vary depending on your phone system. See Softkey Buttons, page 11 .
6	Navigation button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen.
7	Messages button	Press to access voice mail (must be set up by your phone administrator).
8	Hold button	Press to place a call on hold.
9	Setup button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
10	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.

#	Phone Feature	Description
12	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone), or ringer volume (when the handset is on the phone).
13	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone model and the phone system setup. Press the **Right Arrow** or **Left Arrow** keys on the navigation button to view additional softkey buttons.

Below is a partial listing of softkey buttons that may be available on your phone. You may not have all of these softkey buttons on your phone, and you may have additional buttons that are not listed here. For example, your phone administrator may also provide custom softkey buttons on your phone, such as buttons that provide a speed dial to a company number, or that access a specialized program that runs on your phone. Contact your phone administrator for more information.

Button	Function
CallBac.	Press to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.
CFwdAll	Forwards all calls coming to your phone to a specified number.
Change	Opens an item so that you can edit numbers or letters.
Confrn	Initiates a conference call.
Dial	Dials a number.
DnD	Do Not Disturb; prevents incoming calls from ringing your phone.
Edit	Selects an item to change.
GPickUp	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.

Button	Function
Login/ Logout	Log in and out of the call system to use the Extension Mobility feature. Extension mobility allows you to log in to any physical phone and retrieve your personal settings and directory number to that phone.
PickUp	Allows you to answer a call ringing on another extension by entering the extension number.
Redial	Displays a list of recently dialed numbers.
Resume	Resumes a call that is on hold.
OK	Saves your changes or confirms an action in response to a prompt on the screen.
Select	Selects the highlighted item on the LCD screen.
Trnsfer	Performs a call transfer.
Y/N	Enters a submenu and when pressed, toggles between Yes or No to enable or disable an option.

Using Keypad Shortcuts

When using the phone menus, you can use the keypad to enter the number shown next to the menu or sub-menu item on the LCD screen.

For example, to change your ring settings, press the Setup button, then press **3** for Settings and **2** for Ring Type.

NOTE Menus and options vary depending on phone model.

Installing Your Phone

This chapter describes how to install your Cisco Small Business IP Phone and connect it to your network. It contains the following sections:

- **Before You Begin, page 13**
- **Installing Your Cisco SPA 301 IP Phone, page 14**
- **Installing Your Cisco SPA 303 IP Phone, page 16**
- **(Optional) Mounting Your Cisco SPA 30X Phone to the Wall, page 19**
- **Verifying Phone Startup, page 26**
- **Upgrading Your Phone's Firmware, page 27**

Before You Begin

Before you install and connect your phone, verify with your phone administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.

Installing Your Cisco SPA 301 IP Phone

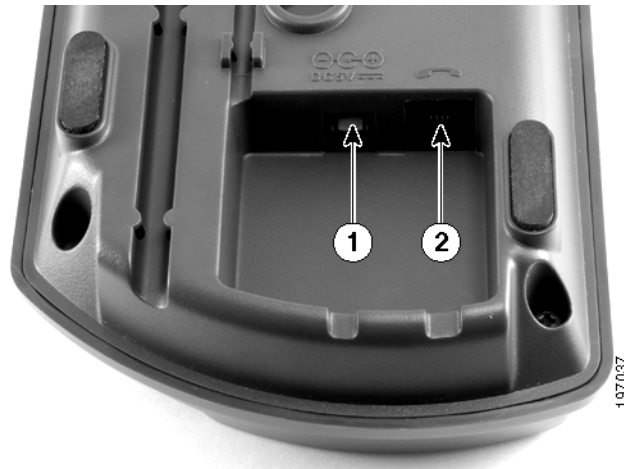


Figure 1 Cisco SPA 301 Phone Power and Handset Connections

Connecting the Handset

- STEP 1** Turn the phone body over to expose the ports on the back of the unit.
- STEP 2** Insert the long end of the phone cord into the handset port on the phone body that is marked with a phone symbol. (labeled 2 in **Figure 1**).
- STEP 3** Insert the other end of the phone cord into the port at the bottom of the handset (not shown).

Connecting the Power

Insert one end of the power cord into an outlet and insert the other end of the power cord into the power port on the phone body (labeled 1 in **Figure 1**).

NOTE To power the phone through the Ethernet connection, use the optional Cisco POES5 5-Volt Power Over Ethernet Splitter accessory. See the Cisco POES5 documentation on Cisco.com for more information.

Connecting Your Cisco SPA 301 to the Network

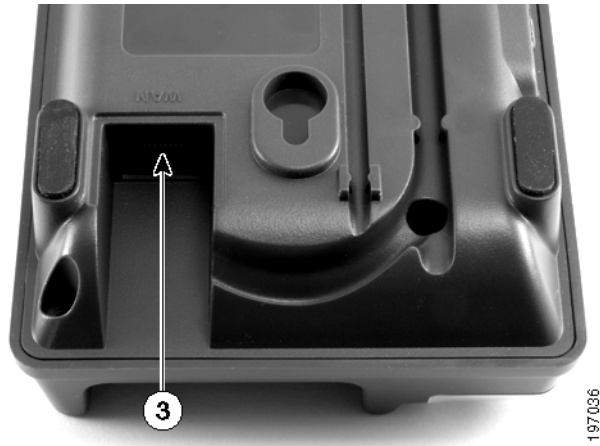


Figure 2 Cisco SPA 301 Phone Ethernet Connection

If you are using an Ethernet connection:

- STEP 1** Insert one end of the Ethernet cable into the network port on the phone body marked “WAN” (labeled 3 in **Figure 2**).
- STEP 2** Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.

(Optional) Connecting Your Cisco SPA 301 to the Wireless Network

You can use the Cisco WBP54G Wireless-G Bridge for Phone Adapters to connect the IP phone to a Wireless-G network instead of the wired local network. To connect your phone to the Cisco WBP54G:

- STEP 1** Configure the Cisco WBP54G using the Setup Wizard. See the instructions in the *Wireless-G Bridge for Phone Adapters Quick Installation Guide*, available on cisco.com. See **Appendix A, “Where to Go From Here,”** for a list of documents and locations.
- STEP 2** During the Setup Wizard process, connect the Ethernet network cable of the WBP54G to the back of the IP phone base station into the slot marked “WAN.”
- STEP 3** Connect the power cable of the WBP54G to the power port on the IP phone base.
- STEP 4** Plug the IP phone power adapter into the power port of the WBP54G.

STEP 5 Plug the other end of the IP phone power adapter into an electrical outlet.

Installing Your Cisco SPA 303 IP Phone

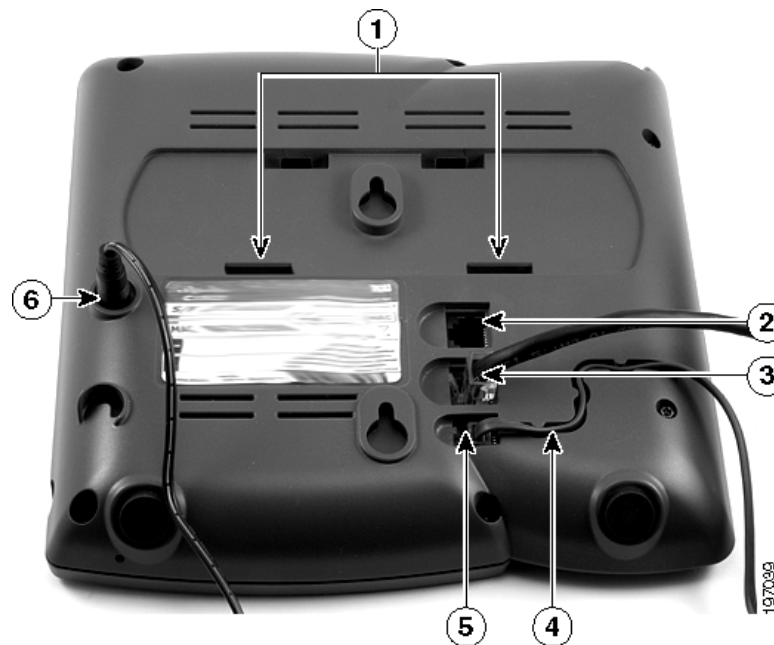


Figure 3 Cisco SPA 303 Phone Connections

Connecting the Handset

- STEP 1** Turn the phone body over to expose the ports on the back of the unit.
- STEP 2** Insert the long end of the phone cord into the handset port on the phone body that is marked with a phone symbol. (labeled 5 in **Figure 3**).
- STEP 3** (Optional) Route the phone cord through the cable slot (labeled 4 in **Figure 3**).
- STEP 4** Insert the other end of the phone cord into the port at the bottom of the handset (not shown).

Connecting the Power

Insert one end of the power cord into an outlet and insert the other end of the power cord into the power port on the phone body (labeled 6 in [Figure 3](#)).

NOTE To power the phone through the Ethernet connection, use the optional Cisco POES5 5-Volt Power Over Ethernet Splitter accessory. See the Cisco POES5 documentation on Cisco.com for more information.

Connecting Your Cisco SPA 303 to the Network

-
- STEP 1** Insert one end of the Ethernet cable into the network port on the phone body marked “SW” (labeled 3 in [Figure 3](#)).
- STEP 2** Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.
-

(Optional) Connecting Your Cisco SPA 303 to the Wireless Network

You can use the Cisco WBP54G Wireless-G Bridge for Phone Adapters to connect the IP phone to a Wireless-G network instead of the wired local network.

NOTE Cisco does not recommend connecting a PC to the phone when it is operating wirelessly.

To connect your phone to the Cisco WBP54G:

-
- STEP 1** Configure the Cisco WBP54G using the Setup Wizard. See the instructions in the *Wireless-G Bridge for Phone Adapters Quick Installation Guide*, available on cisco.com. See [Appendix A, “Where to Go From Here,”](#) for a list of documents and locations.
- STEP 2** During the Setup Wizard process, connect the Ethernet network cable of the WBP54G to the back of the IP phone base station into the slot marked “SW.”
- STEP 3** Connect the power cable of the WBP54G to the power port on the IP phone base.
- STEP 4** Plug the IP phone power adapter into the power port of the WBP54G.
- STEP 5** Plug the other end of the IP phone power adapter into an electrical outlet.
-

(Optional) Installing the Cisco SPA 303 Stand

NOTE Do not attach the desk stand if you want to mount the phone to the wall.

-
- STEP 1** Connect the phone stand by lining up the tabs on the stand with the slots on the phone body.
- STEP 2** Slide the bottom tabs into the lower slots on the phone body (labeled 1 in **Figure 3**) and lightly press down on the stand. It should easily slide into the upper stand slots. Do not force.
-

(Optional) Connecting a PC to Your Cisco SPA 303

To connect a PC to your phone (optional):

NOTE Cisco does not recommend connecting a PC to the phone when it is operating wirelessly.

-
- STEP 1** To provide network access to a PC, connect one end of an additional Ethernet cable (not provided) to the PC port on the back of the phone body (labeled 2 in **Figure 3**.)
- STEP 2** Connect the other end of the Ethernet cable to the network port on your PC.
-

(Optional) Connecting Wired and Wireless Headsets

The Cisco SPA 303 supports headsets from different manufacturers. For the latest supported models, contact your reseller. Additional information can be found at the manufacturer's websites:

<http://www.plantronics.com>

<http://www.jabra.com>

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information.

In general, to connect a headset, connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone as shown in the following graphic:



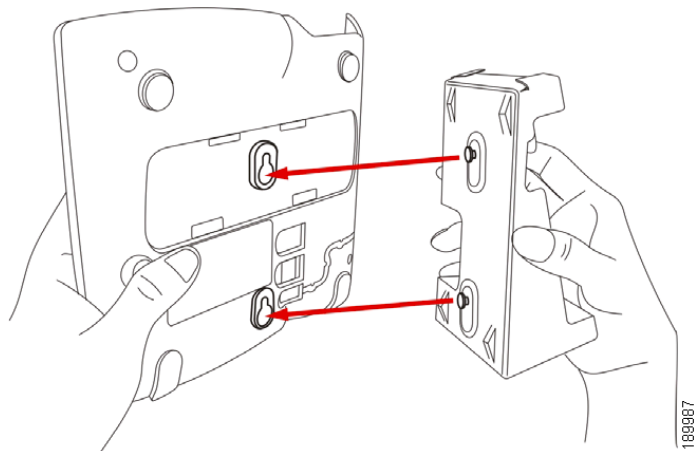
(Optional) Mounting Your Cisco SPA 30X Phone to the Wall

To mount the phone to the wall, you must purchase the MB100 wall mount bracket kit.

Figure 4 MB100 Wall Mount Kit

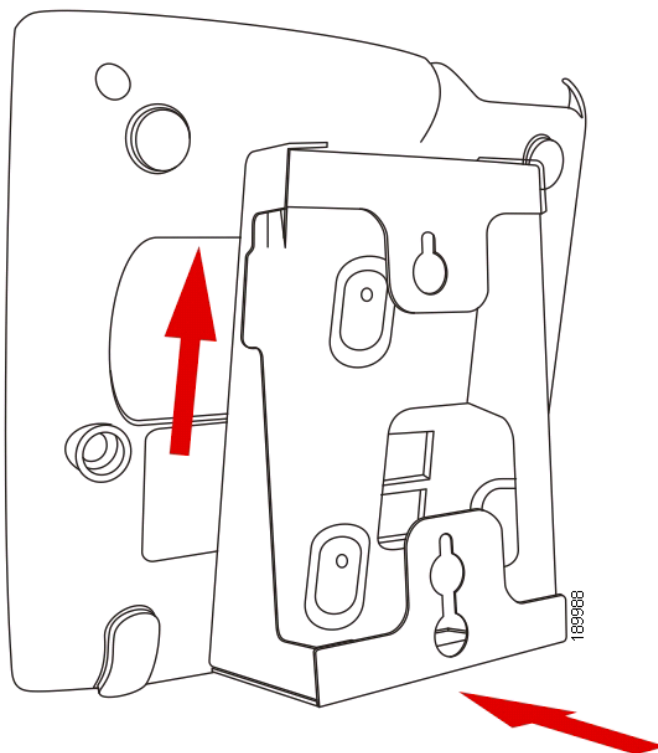


- STEP 1** To attach the Mounting Bracket (MB), align the two cleats on the MB with the holes in the phone's base.

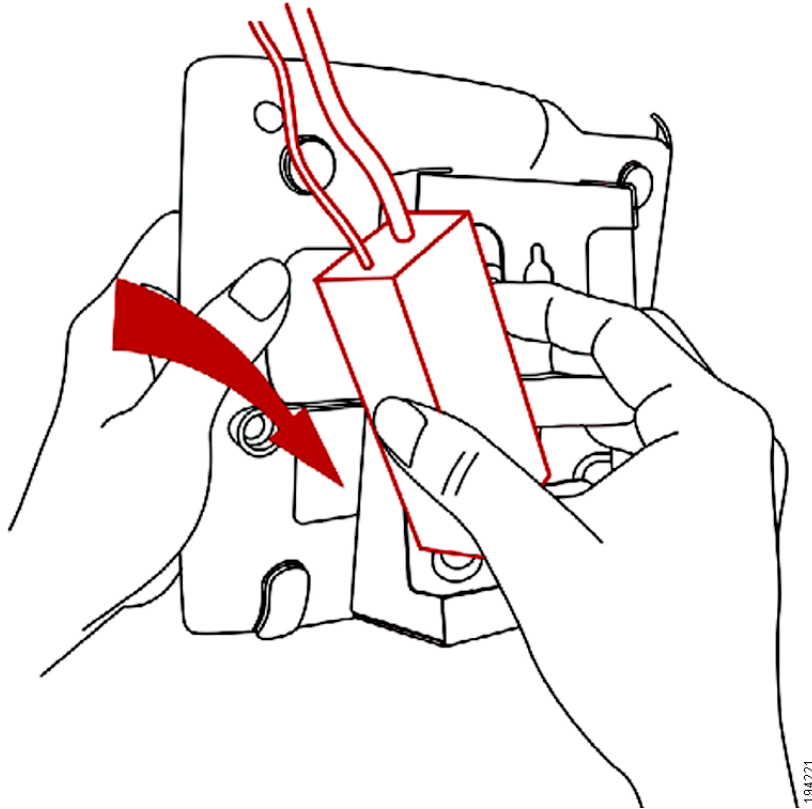


- STEP 2** Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

- STEP 3** Push the MB onto the phone's base. Slide the MB upwards to lock it in place.



STEP 4 (Optional) If a Wi-Fi or PoE dongle is installed, place in the tray.

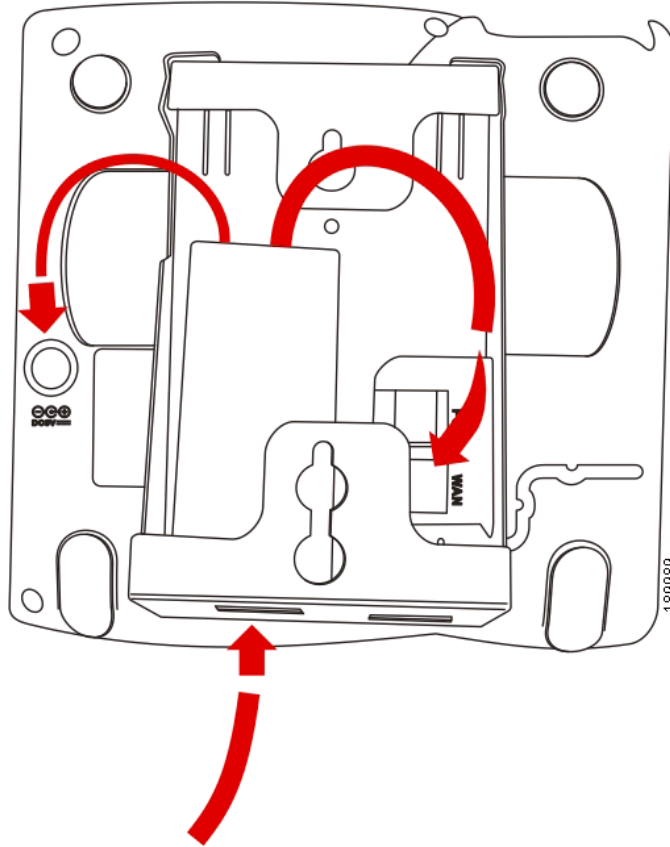


Installing Your Phone

(Optional) Mounting Your Cisco SPA 30X Phone to the Wall

2

Plug in the Ethernet and power cables.

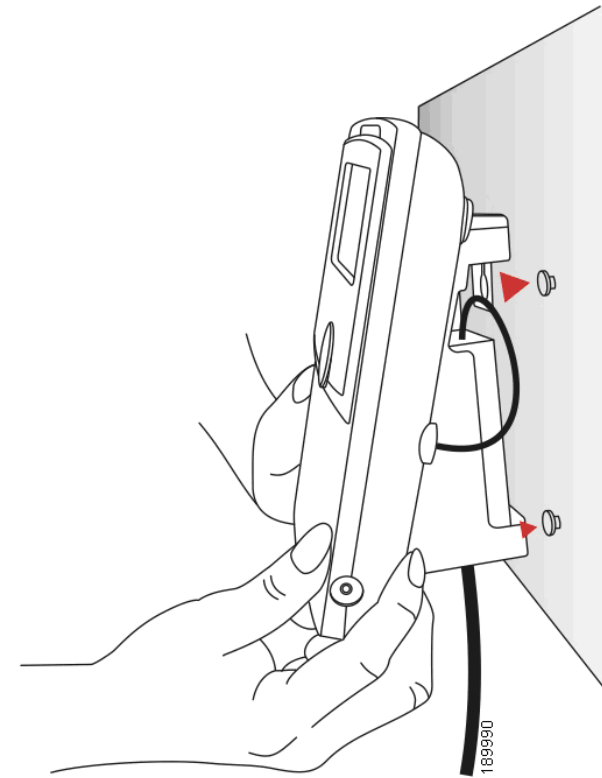


Installing Your Phone

(Optional) Mounting Your Cisco SPA 30X Phone to the Wall

2

STEP 5 Hang onto screws mounted in the wall.



Reversing the Handset Retention Tab

If you mount the phone to a vertical surface, you must reverse the handset retention tab on the phone body so that the handset does not fall off the phone when it is placed on the cradle.



Figure 5 Handset Retention Tab (Default Position)

- STEP 1** Insert a coin or object of similar width into the slot.
- STEP 2** Rotate the tab 180°. (See [Figure 6](#).) The tab now catches the slot in the handset when the handset is placed onto the cradle.



Figure 6 Handset Retention Tab (Reversed)

Verifying Phone Startup

After receiving power and network connectivity, the phone executes a boot-up sequence. During this sequence, phones with screens display the Cisco logo and then “Initializing Network.” All of the lights on the phone will flash.

After your phone is successfully connected to the network and receives a basic configuration, the extension number appears on the display screen (on models with a display screen) and the phone has a dial tone.

On models with screens, the phone displays the standard menu for the phone. The date, name and number of the phone display on the top line of the LCD screen. At the bottom of the LCD screen, softkeys are displayed over their associated soft buttons.

On models with no screen, such as the Cisco SPA 301G, you should hear a dial tone when picking up the handset or pressing the speakerphone button.

If the phone does not start, confirm your installation and connections. If these are correct, try unplugging the phone and plugging it back in again. If you still don't see the display, then contact your phone administrator or Internet Telephony Service Provider (ITSP).

Upgrading Your Phone's Firmware

Firmware updates are done from the Cisco Configuration Assistant. For detailed upgrade instructions, see the [Cisco Configuration Assistant Smart Business Communications System Administrator Guide](#) for your software release. See the "Phone Load Management" section in the "Maintenance" chapter.

To upgrade:

-
- STEP 1** Download the phone software to your PC that is running the Cisco Configuration Assistant software.
 - STEP 2** Launch the Cisco Configuration Assistant (CCA) and connect to the customer site or UC 500 device.
 - STEP 3** Choose **Home > Topology** to open the Topology View if it is not already open.
 - STEP 4** On the PC running CCA, locate the phone firmware file that you downloaded from Cisco.com (for example: spa30X-7-4-4.bin).
 - STEP 5** In the Topology View, use the mouse to drag the phone load file from your PC and drop it onto the UC 500 icon.

If CCA recognizes the file as a valid phone load, a popup dialog displays and you are prompted to upload the file.
 - STEP 6** Click **Upload**. The dialog displays the upload and upgrade progress.
 - STEP 7** Right-click the phone icon in the CCA topology view and restart the phone.
-

Using Basic Phone Functions

This chapter provides instructions on using your phone's basic functions. It includes the following sections:

- **Using Phone Hardware and Accessories (Cisco SPA 303), page 29**
- **Adjusting Call Volume and Muting, page 29**
- **Placing or Answering a Call, page 30**
- **Using Hold and Resume, page 31**
- **Using Mute (Cisco SPA 303), page 32**
- **Ending a Call, page 32**
- **Transferring Calls (Cisco SPA 303), page 32**
- **Redialing a Number, page 33**
- **Viewing and Returning Missed Calls (Cisco SPA 303), page 34**
- **Forwarding All Calls to Another Number (Cisco SPA 303), page 34**
- **Setting Do Not Disturb (Cisco SPA 303), page 35**
- **Picking Up a Call from Another Extension (Cisco SPA 303), page 35**
- **“Using Call Back” section on page 36**
- **Placing a Three-Way Conference Call, page 36**
- **Using the Local Directory (Cisco SPA 303), page 37**
- **Using the Call History Lists (Cisco SPA 303), page 38**
- **Accessing Voicemail, page 39**

Using Phone Hardware and Accessories (Cisco SPA 303)

Using the Speakerphone

To use the speakerphone, press the **Speaker** button (the handset can be either on or off hook).

Using the Headset with Your IP Phone

Install the headset as described in the “**(Optional) Connecting Wired and Wireless Headsets**” section on page 18.

NOTE Steps to use your headset with the IP phone may vary. Consult the user documentation for your headset for more information.

Press the **Headset** button on your phone and dial the number to place a call, or press the headset button to answer a ringing call.

Switching Between the Handset/Headset/Speakerphone During a Call

Any of these audio devices can be used during a call. Only one device at a time can be used.

The handset can be on the hook when using the speakerphone or headset function. If switching from the handset to the speakerphone, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook.

Adjusting Call Volume and Muting

Adjusting Call Volume

Cisco SPA 301

With the headset off the phone, press the **Vol.** button repeatedly to increase the volume. When the volume reaches the maximum, the next button press reduces the volume to the minimum.

Cisco SPA 303

To adjust the volume of the handset or speaker, lift the handset or press the **Speaker** button. Press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **OK**.

Adjusting the Ringer Volume

Cisco SPA 301

To adjust the ringer volume, press the **Vol.** button when the handset is on the phone. When the ringer volume reaches the maximum, the next button press reduces the volume to the minimum.

Cisco SPA 303

To adjust the ringer volume, press the **Volume** button when the handset is on the phone and the speaker button is off. Press **OK**.

Using Mute (Cisco SPA 303)

To mute the phone microphone, speaker, or headset microphone, press the **Mute** button on the phone. The button glows red. Press the **Mute** button again to unmute.

Placing or Answering a Call

NOTE You may have to dial a number or numbers to reach an outside line. Ask your phone administrator.

Basic techniques to place or answer a call:

- Pick up the handset.
- Press the **Speaker** button (Cisco SPA 303).
- Press the **Headset** button (Cisco SPA 303).
- Press the **Answer** softkey (Cisco SPA 303).
- Press a configured line button (to place a call) or a green flashing line button (to answer a call) - Cisco SPA 303.

Techniques to place a call without dialing a number (Cisco SPA 303):

- Press the **Redial** softkey to dial the last number.
- If you have configured speed dials, press the assigned speed dial code and then press the **AbbrDial** softkey.
- To answer a call that is ringing on another phone in the phone system, press the **Pickup** softkey. Then enter the extension number of the ringing phone.

NOTE You also can place a call by choosing a number from a directory or from the Call History. See [Using the Local Directory \(Cisco SPA 303\), page 37](#) and [Using the Call History Lists \(Cisco SPA 303\), page 38](#).

Using Hold and Resume

To put a call on hold, press the **Flash** button (Cisco SPA 301) or the **Hold** button (Cisco SPA 303). A series of beeps or music on hold (depending on the system configuration) plays for the caller to indicate that the call is on hold.

To resume the call, press the **Flash** button (Cisco SPA 301) or the flashing red line button for the call (Cisco SPA 303). If you have multiple calls (Cisco SPA 303), all calls are put on hold except the active call.

If you are on a call and another call comes in:

Cisco SPA 301

Press the **Flash** button. To resume the first call, press the **Flash** button again.

Cisco SPA 303

Do one of the following:

- Press the **Answer** softkey.
- Press the **Hold** button to place the call on hold and press the flashing green line button answer the incoming call.

To resume the first call, select it using the **Up** or **Down** navigation button and press the **Resume** softkey.

Using Mute (Cisco SPA 303)

When Mute is enabled, you can hear other parties on a call, but they cannot hear you. You can use this feature on the handset, speakerphone, or headset.

- To toggle Mute on: Press the **Mute** button. The LED is lit.
- To toggle Mute off: Press the lit **Mute** button.

Ignoring an Incoming Call When You Are on a Call

Ending a Call

To end a call:

- Press the **EndCall** button (Cisco SPA 303).
- If you are using the handset, hang up.
- If you are using the speakerphone, press the **Speaker** button (Cisco SPA 303).
- If you are using the headset, either press the **Headset** button (wired) or replace the handset (wireless) - Cisco SPA 303.

Transferring Calls (Cisco SPA 303)

You can perform two types of transfers:

- **Attended**—You call the person to whom you are transferring the call and speak to them before transferring the call.
- **Blind**—You transfer the call without speaking to the other party to which you are transferring the call.

Performing an Attended Transfer

- STEP 1** During an active call, press **Transfer**. The call is placed on hold and a new line is opened to dial the number.
- STEP 2** Enter the number to which you want to transfer the call.
- STEP 3** Do one of the following:
- To transfer the call without waiting for the other person to answer, press the **Transfer** softkey after the call begins to ring. Then hang up. (If you hang up before the second call rings, the transfer fails and the first call is disconnected.) If you misdial, press the **EndCall** softkey, then the **Resume** softkey to return to the original call.
 - To transfer after speaking privately to the other person, press the **Transfer** softkey at any time during the conversation.
-

Redialing a Number

Cisco SPA 301

Press the **Redial** button to call the last number called.

Cisco SPA 301

To redial the last number called, press the **Redial** softkey.

To redial a recently-called number:

- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Call History** and press the **Select** softkey.
- STEP 3** Scroll to **Placed Calls** and press the **Select** softkey.
- STEP 4** Choose the call you want to return and press the **Dial** softkey.

NOTE If the call was from an outside or long distance number, you may have to edit the call before returning it. Press the **EditDial** softkey to edit the call and use the softkey buttons and keypad to edit the number.

Viewing and Returning Missed Calls (Cisco SPA 303)

The LCD screen on your IP phone notifies you if a call came in that was unanswered.

To return a missed call:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Call History** and press the **Select** softkey.

STEP 3 Scroll to **Missed Calls** and press the **Select** softkey.

STEP 4 Choose the call you want to return and press the **Dial** softkey.

NOTE If the call was from an outside or long distance number, you may have to edit the call before returning it. Press the **EditDial** softkey to edit the call and use the softkey buttons and keypad to edit the number.

Forwarding All Calls to Another Number (Cisco SPA 303)

When you will be away from your phone, you can forward all calls to another IP phone in your phone system. You may be able to forward calls to an external number such as your home phone number or cell phone number, if allowed by your phone administrator. For outside numbers, be sure to include any digit that is required to access an outside line.

Forwarding All Calls

STEP 1 Press the **CFwdAll** softkey.

STEP 2 Enter a number to which to forward all calls; for example, your voice mailbox, another extension, or an outside line. For an outside line, be sure to enter any access code or area code that is required.

STEP 3 Press the **EndCall** softkey. The LCD screen displays the information about the call forwarding.

NOTE Disable Call Forward All by pressing the **CFwdAll** softkey.

Setting Do Not Disturb (Cisco SPA 303)

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. The screen indicates that the call is incoming, but the phone does not ring. The unanswered call is handled according to your normal settings.

- To activate Do Not Disturb, press the **more** softkey and then press the **DnD** softkey. The LCD screen indicates that Do Not Disturb is turned on for your phone.
- To deactivate Do Not Disturb, press the **DnD** softkey.

Picking Up a Call from Another Extension (Cisco SPA 303)

You can pick up a call that is ringing at another extension. Depending on the way your phone network is configured, you can pick up a call in the following ways:

- Pick up a call that is ringing at specific extension using the **PickUp** softkey.
- Pick up a call that is ringing at an extension in your group using the **GPickUp** softkey.
- Pick up a call that is ringing at an extension in another group using the **GPickUp** softkey.

To pick up a call ringing at a specific extension:

STEP 1 Press the **PickUp** softkey.

STEP 2 Enter the extension number of the phone from which you are picking up the call.

To pick up a call ringing at an extension in your group:

STEP 1 Press the **GPickUp** softkey.

STEP 2 Press the asterisk key. A call ringing any extension in the group is picked up.

NOTE If all phones are configured as part of a single group, you do not have to enter an asterisk.

NOTE Groups must be configured by your phone administrator to use this feature.

To pick up a call ringing at an extension in another group, you'll need to know the group number for that group. To pick up a call:

-
- STEP 1** Press the **GPickUp** softkey.
 - STEP 2** Dial the number of the group from which you are picking up the call.
-

NOTE Groups must be configured by your phone administrator to use this feature.

Using Call Back

The call back feature allows you to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.

After dialing a number, if the phone is ringing or busy, press the **CallBac.** softkey. The phone screen will display a message that call back has been activated and display the called number. Your phone rings when the called party is available.

Placing a Three-Way Conference Call

Cisco SPA 301

To initiate a conference call:

-
- STEP 1** During an active call, press the **Flash** button. The first call is placed on hold, a second line is opened, and you hear a dial tone.
 - STEP 2** Dial the second person's telephone number.
 - STEP 3** Press the **Flash** button again. All three parties are connected in the conference call.

NOTE When you hang up, the other two parties are disconnected.

Cisco SPA 303

To initiate a conference call:

-
- STEP 1** During an active call, press the **more** softkey, and then press the **Confrn** softkey. The first call is placed on hold, a second line is opened, and you hear a dial tone.
 - STEP 2** Dial the second person's telephone number.
 - STEP 3** When the second person answers, press the **more** softkey and then press the **Confrn** softkey again. All three parties are connected in the conference call. (You can cancel the conference by pressing the **EndCall** softkey before connecting the calls, then press the **Resume** softkey to resume the original call.)

NOTE When you hang up, the other two parties are disconnected.

Using the Local Directory (Cisco SPA 303)

The local directory lists the phones and extension numbers in your company. To use the local directory:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **Directory** and press the **Select** softkey.
 - STEP 3** Scroll to **Local Directory** and press the **Select** softkey.
 - STEP 4** When the search form appears, you can search for a particular entry by entering a last name, a first name, or both, or you can leave the fields blank.
 - STEP 5** Optionally, enter a last name, a first name, both names, or leave the fields blank. Click the **Submit** softkey to search for matching records.
 - STEP 6** Scroll to an entry and press the **Dial** softkey to dial the number. Press the **Edit Dial** softkey to change the number before dialing. Press the **Cancel** softkey to exit.
-

Using the Call History Lists (Cisco SPA 303)

To use the Call History lists:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Call History** and press the **Select** softkey.
- STEP 3** Scroll to the Call History list that you want to view:
- **Missed Calls**—Shows the last 60 missed calls.
 - **Received Calls**—Shows the caller ID of the last 60 answered calls.
 - **Placed Calls**—Shows the last 60 numbers dialed from your phone.
- STEP 4** To call a number in the list, scroll to an entry and press the **Dial** softkey to dial the number. Press the **Edit Dial** softkey to change the number before dialing. Press the **Cancel** softkey to exit.

NOTE If the call was from an outside or long distance number, you may have to edit the call before dialing it. Press the **EditDial** softkey to edit the call and use the softkey buttons and keypad to edit the number.

Deleting All Numbers from the Missed Calls, Received Calls, or Placed Calls List

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Call History** and press the **Select** softkey.
- STEP 3** Scroll to the list from which you want to delete all numbers and press the **Clear** softkey to delete all numbers from the list.
- STEP 4** Press the **Exit** softkey to return to the previous menu. Press the **Cancel** softkey to return to the main screen.
-

Accessing Voicemail

To access voicemail, press the **Messages** button on your phone. Your phone administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

Using Advanced Phone Features

This chapter describes how to configure advanced features on your IP Phone. It contains the following sections:

- [Logging in to Your Phone/Extension Mobility \(Cisco SPA 303\), page 40](#)
- [Adding and Using Speed Dials \(Cisco SPA 303\), page 42](#)
- [Monitoring/Accessing Another Phone from Your Phone \(Cisco SPA 303\), page 44](#)
- [Customizing Your LCD Screen \(Cisco SPA 303\), page 44](#)
- [Updating Your Ring Tone, page 46](#)
- [Using the Interactive Voice Response Menu on the Cisco SPA 301, page 46](#)
- [Advanced Procedures for Technical Support Personnel, page 47](#)

Logging in to Your Phone/Extension Mobility (Cisco SPA 303)

Your phone system provides a feature called extension mobility. This feature allows you to log in to any physical phone and retrieve your personal settings and directory number to that phone. For example, if you are working at a remote location for the day, you can log in to one of the company phones on the network and make and receive calls from your phone number and access your voicemail.

To log in to your phone:

STEP 1 If you have the **Login** softkey on your phone, press it. (You may need to press the **more** softkey to scroll through the phone screens to locate this softkey.)

If you do not have the **Login** softkey on your phone:

- a. Press the **Setup** button.
- b. Scroll to **CME Services** and press the **Select** softkey.
- c. Scroll to **Extension Mobility** and press the **Select** softkey.

STEP 2 Enter your username.

STEP 3 Press the **Down Arrow** key and enter your password.

STEP 4 Press the **Submit** softkey. The phone is loaded with your user profile (for example, your configured speed dial buttons).

To log out of your phone:

STEP 1 If you have the **Logout** softkey on your phone, press it. (You may need to press the **more** softkey to scroll through the phone screens to locate this softkey.)

If you do not have the **Logout** softkey on your phone:

- a. Press the **Setup** button.
- b. Scroll to **CME Services** and press the **Select** softkey.
- c. Scroll to **Extension Mobility** and press the **Select** softkey.

STEP 2 Press the **Logout** softkey.

STEP 3 Press the **Exit** softkey.

Adding and Using Speed Dials (Cisco SPA 303)

Use the phone menu to add personal speed dial numbers. Speed dials are assigned to unused line buttons in the order they appear on the speed dial list. For example, if you create three speed dial entries, and you have two unused line buttons, the first two speed dials will be assigned to the unused line buttons.

To add a speed dial:

- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **CME Services** and press the **Select** softkey.
- STEP 3** Scroll to **My Phone Apps** and press the **Select** softkey.
- STEP 4** Scroll to **Speed Dial Buttons** and press the **Select** softkey.
- STEP 5** Press the **Add** softkey to add a new number.
- STEP 6** Use the number pad to enter the **Label** (name or other identifier for this speed dial entry). Press the **Down Arrow** key to reach the **Number** field. Enter the destination number.
- STEP 7** Press the **Submit** softkey. The new entry appears in the list, along with the assigned speed dial number.
- STEP 8** Reboot your phone by unplugging the power, or:
 - a. Press the **Setup** button.
 - b. Scroll to **Reboot** and press the **Select** softkey.
 - c. Press the **OK** softkey to confirm the reboot.

After the reboot, the speed dials appear next to the line buttons to which they are assigned.

To edit a speed dial entry:

- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **CME Services** and press the **Select** softkey.
- STEP 3** Scroll to **My Phone Apps** and press the **Select** softkey.

-
- STEP 4** Scroll to **Speed Dial Buttons** and press the **Select** softkey.
- STEP 5** Scroll to the entry that you want to change.
- STEP 6** Press the **Change** softkey to edit the selected entry.
- STEP 7** Edit the information you want to change and press the **Submit** softkey.
- STEP 8** If you made changes to the speed dials assigned to the phone line buttons, reboot your phone by unplugging the power, or:
- Press the **Setup** button.
 - Scroll to **Reboot** and press the **Select** softkey.
 - Press the **OK** softkey to confirm the reboot.

After the reboot, the changed speed dials appear next to the line buttons to which they are assigned.

To delete a speed dial entry:

- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **CME Services** and press the **Select** softkey.
- STEP 3** Scroll to **My Phone Apps** and press the **Select** softkey.
- STEP 4** Scroll to **Speed Dial Buttons** and press the **Select** softkey.
- STEP 5** Scroll to the entry that you want to delete.
- STEP 6** Press the **Delete** softkey.
-

To call one of your configured speed dial numbers:

- STEP 1** Open a phone line using any method you would normally use to start a new call.
- STEP 2** If the speed dial is assigned to a line button, press the line button.

If the speed dial is not assigned to a line button, press the number for the speed dial (for example, 3), then press the **AbbrDial** softkey.

The phone number is dialed.

Monitoring/Accessing Another Phone from Your Phone (Cisco SPA 303)

Your phone administrator may configure your phone so that you can monitor other user's phones from your phone. If this feature is configured, some line buttons on your phone are assigned to display the status of another user's phone. For example, if your line 3 is configured to display Bob's phone line, the LED on your phone will glow red when his monitored line is ringing.

In addition, if your phone administrator has configured it, you can press the same line button (3) to speed dial Bob's extension, or to pick up a ringing call at his extension.

Customizing Your LCD Screen (Cisco SPA 303)

You can customize your LCD screen in several ways.

Changing the LCD Screen Contrast

To adjust the contrast of the LCD screen:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **Settings** and press **Select**.
 - STEP 3** Scroll to **Contrast** and press the **Select** softkey.
 - STEP 4** Use the navigation button to adjust the LCD screen contrast:
 - To decrease the contrast: Press the **Left** navigation button or **Down** softkey.
 - To increase the contrast: Press the **Right** navigation button or **Up** softkey.
 - STEP 5** Press the **OK** softkey.
-

Configuring the Phone Screen Saver

You can enable your phone's screen saver and specify its appearance and the amount of time for the phone to be idle before it begins.

To configure your screen saver:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Settings** and press the **Select** softkey.
- STEP 3** Scroll to **Screen Saver Mode** and press the **Select** softkey.
- STEP 4** To change the status of your screen saver:
- Scroll to **Enable Screen Saver** and press the **Edit** softkey.
 - Press the **Y/N** softkey until the desired option appears: **Yes** to enable a screen saver or **No** to disable this feature.
 - Press the **OK** softkey.
 - Press the **Save** softkey to save your changes.
- STEP 5** To specify the amount of idle time that can elapse before the screen saver appears:
- Scroll to **Screen Saver Wait Time** and press the **Edit** softkey.
 - Clear the displayed time by pressing the **Clear** softkey.
 - Enter the idle time period in minutes by pressing numbers on the keypad.
 - Press the **OK** softkey.
 - Press the **Save** softkey to save your changes.
-

Turning on the Screen Saver Immediately

To immediately turn on your phone's screen saver without waiting for the specified Screen Saver Wait Time to elapse:

NOTE The screen saver must be enabled in order to immediately activate it.

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Screen Saver Mode**.
- STEP 3** Press the **Activate** softkey.
-

Updating Your Ring Tone

Each extension of your phone can have a different ring tone. You can also create your own ring tones.

To change a ring tone:

-
- STEP 1** Press the **Setup** button.
 - STEP 2** Scroll to **Settings** and press the **Select** softkey.
 - STEP 3** Scroll to **Ring Type** and press **Select**.
 - STEP 4** Use the **Up Arrow** key or **Down Arrow** key to choose the phone line for which you want to change the ring tone.
 - STEP 5** Scroll through the ring tones. To hear a ring tone, press the **Play** softkey. To choose a ring tone, press the **Select** softkey.
 - NOTE** To reset the line's ring tone to the default, press the **Default** softkey.
 - STEP 6** Press **Exit** to close the screen.
-

Using the Interactive Voice Response Menu on the Cisco SPA 301

The Cisco SPA 301 provides an interactive voice response menu. You can enter options and receive information about the phone and its operation.

To access the IVR:

-
- STEP 1** Press the * button four times (****).

You can either press **9** for help, or directly enter the number of the menu option you want. Pressing **9** helps you through a menu of commonly used tasks. After pressing **9**, you enter the number of the settings you want to change and follow the voice instructions.

To enter an option directly, enter the number and press **#**. Some typical options you might frequently are listed in the following table:

Number	Option
100	Tells you if Dynamic Host Configuration Protocol (DHCP) is enabled.
110	Recites the IP address of the phone.
120	Recites the netmask of the phone.
130	Recites the gateway address.
140	Recites the MAC (hardware) address of the phone.
150	Recites the phone software version.
160	Recites the primary DNS server address.
170	Recites the HTTP port on which the web server listens. Defaults to 80.
220	Recites the method of call control (SIP or SPCP).
73738	Restores the phone to the factory default software and settings. Enter 1 to confirm, or * to exit. If you chose to reset, hang up to exit and begin the restore process.
732668	Reboot the phone. After entering # , hang up to begin rebooting.

Advanced Procedures for Technical Support Personnel

Technical support personnel may need to view information about your phone or phone activities. Follow these procedures if instructed to do so by technical support person who are assisting you.

Viewing Status Information and Statistics

To view status information and statistics:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Settings** and press the **Select** softkey.
- STEP 3** Choose from the following options:
- **Network Configuration:** Use this menu to view information about the network, including WAN connection, DHCP server, IP address, MAC address, domain name, subnet mask, default router, DNS servers, and TFTP server.
 - **Model Information:** Use this menu to view information about the phone, including model number, serial number, software version, and call control protocol.
 - **Status:** Use this menu to view information about the phone activity, including status messages, network statistics, and call statistics.
-

Rebooting, Restarting, and Resetting a Phone

If required, you can reboot, restart, or reset your phone. You should not do so unless directed by your phone administrator as this can negatively affect your phone's function.

To restart your phone and reboot the firmware:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Reboot** and press the **Select** softkey.
- STEP 3** When the confirmation message appears, press the **OK** softkey to confirm or press the **Cancel** softkey to close the message without rebooting the phone.
-

To restart your phone:

-
- STEP 1** Press the **Setup** button.
- STEP 2** Scroll to **Restart** and press the **Select** softkey.
-

-
- STEP 3** When the confirmation message appears, press the **OK** softkey to confirm or press the **Cancel** softkey to close the message without restarting the phone.
-

To reset your phone to the factory default values and reboot with the settings from your phone system (Cisco CME):



CAUTION If you choose **factory reset**, you will return the phone to the original factory settings and will erase ALL current settings, including the directory and call logs. It is also possible that your phone extension will change.

-
- STEP 1** Press the **Setup** button.

- STEP 2** Scroll to **Factory Reset** and press the **Select** softkey.

- STEP 3** When the confirmation message appears, press the **OK** softkey to confirm or press the **Cancel** softkey to close the message without resetting the phone.
-

Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco Small Business SPA 300 Series IP Phones.

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco Small Business Products. No login is required. Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).
Product Documentation	
Cisco SPA 300 Series IP Phones	www.cisco.com/go/300phonesresources
Cisco Small Business Communications Systems	www.cisco.com/go/sbcsresources
Cisco Unified Communications 500 Series	www.cisco.com/go/uc500resources

Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb