Welcome

Thank you for choosing the Cisco SPA 300 Series IP Phone. This guide describes how to physically install your Cisco SPA 300 Series IP Phone and how to perform some basic tasks.

Getting to Know the Cisco SPA 300 Series IP Phone

Installing Your Cisco SPA 300 Series IP Phone

Before You Begin

Before you begin the installation, make sure that your Internet Telephony Service is configured and active. For example, your phone will be registered to a device (such as a Cisco Unified Communications 500 Series or a third-party application server) that provides your phone service.

Getting to Know the Cisco SPA 301 IP Phone

1 Handset Pick up to place or answer a call.
2 Message Waiting/Status Indicator
   The LED color indicates the phone or message status. A solid red LED indicates that you have a new voice mail message. See the Cisco Small Business IP Phone SPA 300 Series User Guide (SIP) or the Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 300 Series User Guide for more information on the LED colors and status.
3 Ringer button Push to the On position to turn the ringer on. Push to the Off position to turn the ringer off.
4 Voice mail button Press to access voice mail (must be set up by your phone system 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.

Installing Your Cisco SPA 301 IP Phone

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 photo).

STEP 3
   Insert the other end of the phone cord into the port at the bottom of the handset (not shown).

STEP 4
   Connect your phone to the network:
   - Using an Ethernet Connection—Insert one end of the Ethernet cable into the network port on the phone body marked “WAN” (labeled 3 in photo). Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.
   - Using a Wireless Connection—You can use a Cisco WBP54G Wireless-G Bridge with the IP phone to create a wireless connection between the phone and the network. See the WBP54G documentation on Cisco.com for more information.

STEP 5
   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 photo).

   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.

STEP 6
   (Optional) To install the phone on a vertical surface, use the Cisco MB100 Wall Mount bracket. See the Cisco Small Business IP Phone SPA 300 Series User Guide (SIP) or the Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 300 Series User Guide (SIP) for more information.

After your phone is successfully connected to the network and receives a basic configuration, you should hear a dial tone when picking up the handset.

Getting to Know the Cisco SPA 303 IP Phone

• Using an Ethernet Connection—Insert one end of the Ethernet cable into the network port on the phone body marked “WAN” (labeled 3 in photo). Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.
• Using a Wireless Connection—You can use a Cisco WBP54G Wireless-G Bridge with the IP phone to create a wireless connection between the phone and the network. See the WBP54G documentation on Cisco.com for more information.

STEP 5
   Insert one end of the power cord into the outlet and insert the other end of the power cord into the power port on the phone body (labeled 1 in photo).

   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.

STEP 6
   (Optional) To install the phone on a vertical surface, use the Cisco MB100 Wall Mount bracket. See the Cisco Small Business IP Phone SPA 300 Series User Guide (SIP) or the Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 300 Series User Guide (SIP) for more information.
Use these procedures to install the phone and connect it to your network.

**1 Remove the Phone from the Box:** Remove the phone from the box and place it on a flat surface. Make sure the phone is not damaged before proceeding.

**2 Install Your Cisco SPA 303 IP Phone:**

- **STEP 1:** Insert the long end of the phone cord into the handset port on the back of the phone. Turn the phone body over to expose the ports on the back of the unit.
- **STEP 2:** Insert the other end of the phone cord into the port at the bottom of the unit.

**3 Touch Button Descriptions:**

- **Orange:** Line is unregistered and cannot be used.
- **Red (blinking):** Line is on hold.
- **Red (steady):** Line is active or in use.
- **Green:** Line is free.

**4 Line keys**

- Indicates phone line status. When lit:
  - **Red:** Indicates a problem such as a network connection cannot be found.
  - **Orange:** Indicates a problem such as speed dial, call pickup, or monitoring an extension.

**5 Softkey buttons**

- **1:** Place calls on hold or retrieve calls from hold.
- **2:** Return to the previous menu.
- **3:** Add a call or transfer a call.
- **4:** Remove a call.

**6 Navigation button**

- Press an arrow to scroll left, right, up, or down through menu items.

**7 Messages button**

- Displays solid red when you have a new voice mail message. Flashes red during an incoming call or when you receive a voice mail alert.

**8 Hold button**

- Press to place a call on hold.

**9 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.

**10 Mute button**

- Press to mute or unmute the phone. When phone is off the phone), or ringer volume (when the handset is on the phone).

**11 Headset button**

- Push to turn the headset on or off. When the headset is on, the button glows green.

**12 LCD Screen**

- Displays date and time, phone station name, line indicator, message, and other information.

**13 Indication lights**

- This light indicates the network connection status.

**14 Phone Feature Description**

- **Safety buttons:** The safety buttons are designed to be pressed in an emergency to alert someone through a voice message. Flashing red during an incoming call or when a voice mail message arrives.

- **10-way Conference button:** This button is used to merge calls into a conference.

**Using an Ethernet Connection**

- Insert one end of the Ethernet cable into the network port on the phone body marked "SW" (labeled 3 in photo). Insert the other end of the Ethernet cable into the network port on the back of the unit.

**Using a Wireless Connection**

- You can use a Cisco WBP54G Wireless-G Bridge with the IP phone to create a wireless network. You will need to have a wireless-G router or access point on your network.

**Putting a Call on Hold**

- To put a call on hold, press the Flash (SPA 301) or Hold (SPA 303) button. The caller hears a series of three beeps or music. When the call is put on hold, press Flash (SPA 301) or the flashing red line button for the call (SPA 303) to retrieve the call.

**Ending a Call**

- If you are using the handset, hang up (SPA 301) or if you are using the speakerphone (SPA 303), press the Speaker button. If you are using the handset (SPA 303), press the Handset button.

**Select a link to download firmware for Cisco Small Business Products. No login is required.**

**Select a link to view downloads for Cisco Small Business products, including Network Storage System documents on Cisco.com at www.cisco.com/go/smallbizfirmware.**

**Select a link to download the Cisco SPA 300 Series Firmware for the Cisco Small Business IP Phone SPA 300 Series documentation on Cisco.com for more information.**

**Ease of Use**

- The Cisco SPA 303 IP Phone has a user-friendly interface that makes it easy to use even for those who are not familiar with telephones.

**Support and Resources**

- For more information, visit the Cisco Small Business Support Community at www.cisco.com/go/smallbizhelp or the Cisco Partner Center for Small Business at www.cisco.com/web/partners/sell/smb/index.html.