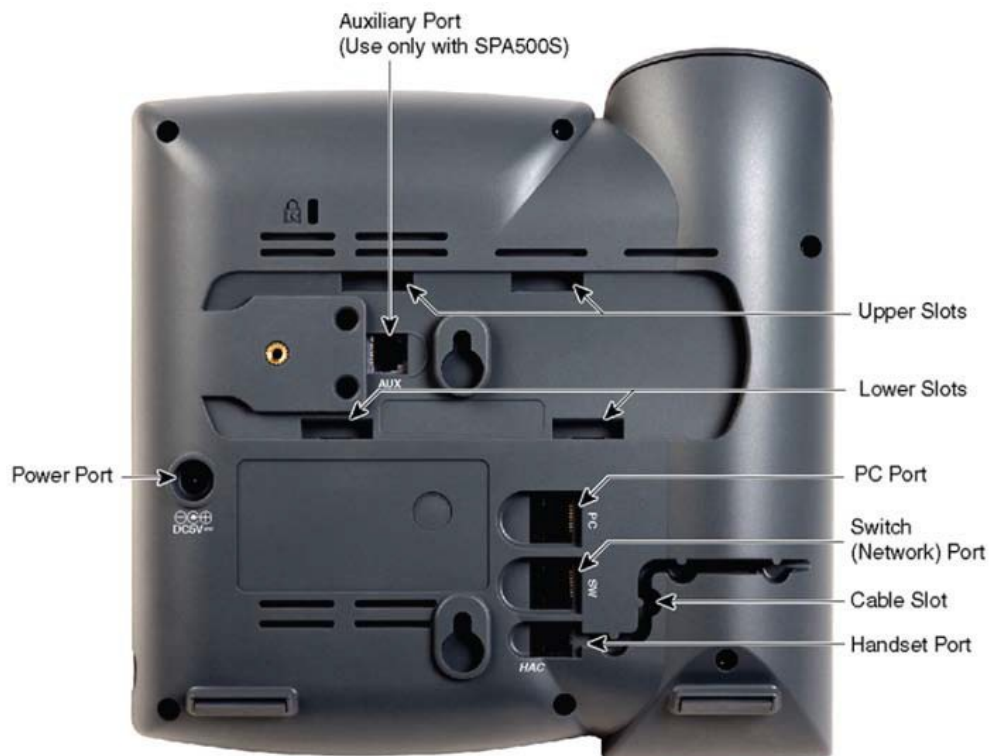# Cisco Model SPA 303 Quick Start Guide

Welcome

Thank you for choosing the Cisco Small Business IP phone. This guide describes how to install your phone and how to perform some basic tasks.

1 Installing Your IP Phone

Use this procedure to install the phone and connect it to your network.

Do not insert a telephone line cord into the port marked "AUX."

Step 1. Turn the phone body over to expose the ports on the back of the unit.

Step 2. Insert one end of the phone cord into the slot marked with a phone symbol (the Handset Port). Insert the other end into the jack at the bottom of the handset (not shown).

Step 3. (Optional) Connect the desk stand by lining up the tabs on the desk stand with the slots on the back of the phone. Slide the bottom tabs into the slots and lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force it.

Step 4. To connect the power supply, plug one end of the power cord into the building's power outlet and insert the other end of the power cord into the phone base.

Step 5. 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 "SW." Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.

Step 6. (Optional) 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. Connect the other end of the Ethernet cable to the network port on your PC.

Step 7. (Optional) To install the phone on a vertical surface, use the Cisco MB100 Wall Mount bracket. See the Cisco Small Business IP Phone SPA 50X User Guide (SIP) or the Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 50X documents on www.cisco.com for more information. The Where to Go From Here section contains links to the documentation area on www.cisco.com.

2 Phone Lines and Buttons

Numbered objects in the photo are explained in the following table.

#	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.
4	Line Keys	Indicates phone line status. Typically when lit: Green: Line is idle. Red (steady): Line is active or in use. Red (blinking): Line is on hold. Orange: Line is unregistered (cannot be used). Orange (Flashing): The phone is not connected to the network.

#	Phone Feature	Description
5	Softkey Buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
6	Navigation Button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen.
#	Phone Feature	Description
7	Messages Button	Press to access voice mail (must be set up by your phone system 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.
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.

3 Using Your IP Phone

Placing or Answering Calls

To place or answer a call, pick up the handset, press the Speaker or Headset button, or press a line button. Enter the number to be called and press the dial softkey.

Putting a Call on Hold

To put a call on hold, press the Hold button. The caller hears a series of three rapid beeps or music while on hold.

To resume the call, press the flashing red line button for the call or the Resume softkey.

Ending a Call

If you are using the handset, then hang up or press the End Call softkey. If you are using the speakerphone, then press the Speaker button. If you are using the headset, then press the Headset button.

Transferring a Call

Press the Xfer softkey. This places the current call on hold and you will hear a dial tone. Dial the number of the person you want to transfer the call to. To transfer the call before the other person answers, press the Xfer softkey. Alternatively, wait until the person has answered before completing the transfer by pressing the Xfer softkey.

Three Way Conferencing

When in a regular call, press the Conf softkey. You will hear dial tone. Dial the person you want to join your call. Once this person has answered press the Conf softkey again to set up the three way call.

When on two existing calls with one call on hold, press the circular arrow button to the right once and press the ConfLx softkey, and the two existing calls will be conferenced.

Call Joining

To join two calls during a three way conference, press the Join softkey and the two calls will be joined and you will drop off.

Default Softkeys (On Hook)

From left to right: Redial - displays list of last numbers dialed. Dir - displays directory options. CFWD - launches call forward feature (you will need to enter forwarding number). Dnd – turns do not disturb feature on /off.

Paging

Pick up your handset. Dial 825 or press the paging softkey (if applicable). Speak into the phone. To finish paging, hang up the phone or release the paging softkey (if applicable).

Adjusting Ring Volume and Muting

To adjust the ringer volume, press the Volume button when the handset is on the phone and the Speaker button is off. Press the Save softkey.

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

4 CommPortal

Provides a web interface to your phone settings and allows you to view recent calls, view and listen to your voicemails, set up your contacts, and change your phone and phone system's settings.
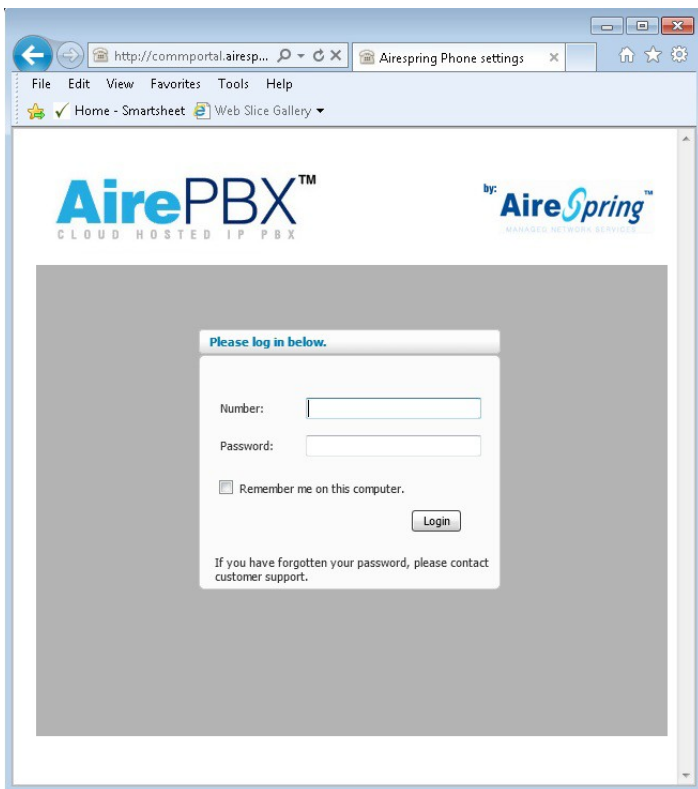
To access CommPortal point a browser at
https://commportal.airespring.com/#login.html

To log into CommPortal enter your phone number and your password, and click on Login

You will see the CommPortal Dashboard and following tabs when you first login:

Trouble?

- Check Ethernet Cable Connection is in the network port on the phone body marked "SW" and in the correct device port, such as a network switch, on your network.

- Verify power supply is connected correctly.

- To reboot the phone, use the keypad and press the setup button and dial 12, then press the OK softkey displayed on the Network screen.

- If asked by support to verify Enable VLAN is on/off, press the Setup button, dial 9 and dial 16. Current VLAN setting is displayed on the Network screen. It should be set to VLAN "No"