



# Quick Start Guide



## Cisco Small Business SPA 300 Series IP Phone Models SPA 301 and SPA 303

### Package Contents

- SPA 300 Series IP Phone
- Phone Stand
- RJ-45 Ethernet Cable
- Quick Start Guide
- Product CD-ROM

## 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.

### 1 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.

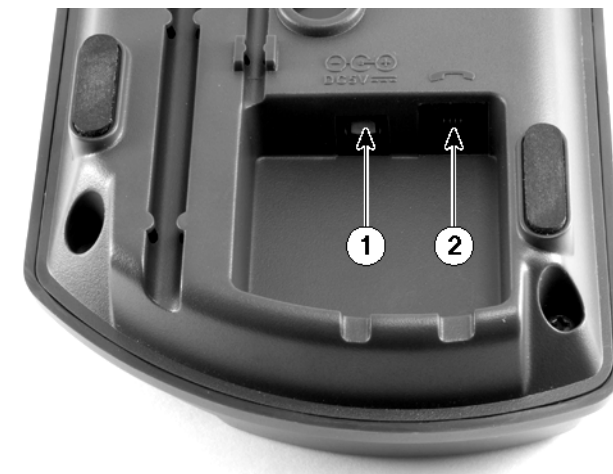
### 2 Getting to Know the Cisco SPA 301 IP Phone



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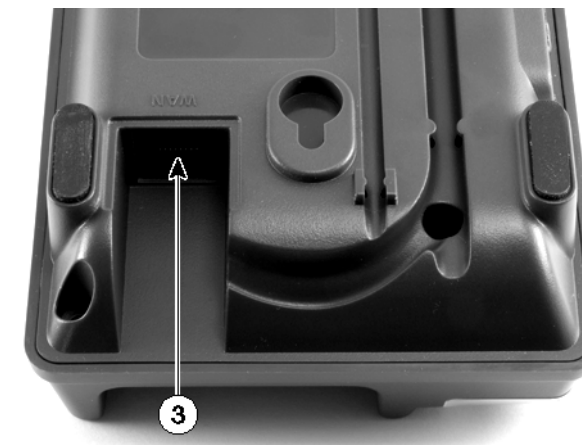
#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting/Status Indicator	The LED color indicates the phone or message status. A solid red LED indicates that you have a new voice mail message. See the <i>Cisco Small Business IP Phone SPA 300 Series User Guide (SIP)</i> or the <i>Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 300 Series User Guide</i> for more information on the LED colors and status.
3	Ringer button	Push to the <b>On</b> position to turn the ringer on. Push to the <b>Off</b> 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.

### 3 Installing Your Cisco SPA 301 IP Phone



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- 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:



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- 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* documents on Cisco.com 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.

### 4 Getting to Know the Cisco SPA 303 IP Phone



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#	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. When lit: <b>Green:</b> Line is idle. <b>Red (steady):</b> Line is active or in use. <b>Red (blinking):</b> Line is on hold. <b>Orange:</b> Line is unregistered and cannot be used. <b>NOTE</b> Line key colors depend on your phone system and can vary.  These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.

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[Small Business Support Global Contact Numbers](#)



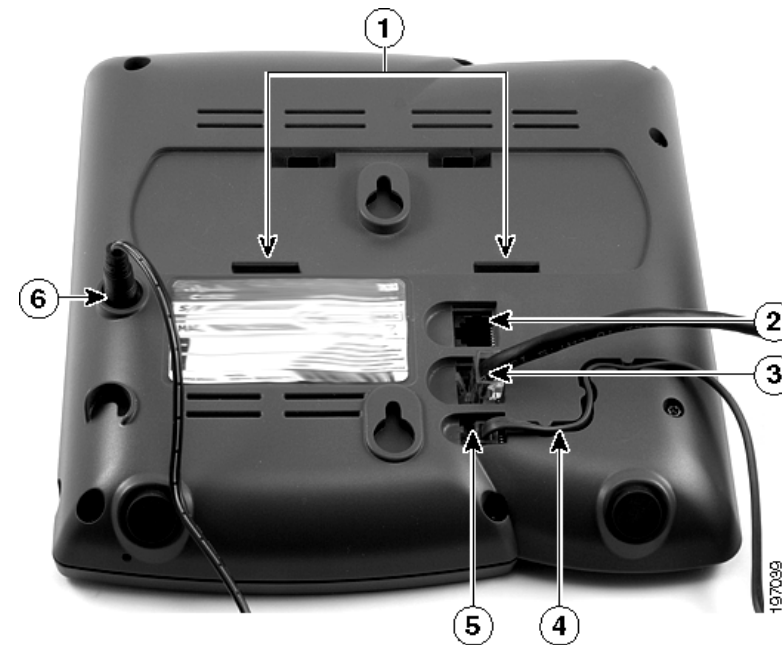
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#	Phone Feature	Description
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above. Softkeys vary depending on your phone system. See your phone user guide for more information.
6	Navigation button	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 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.

## 5 Installing Your Cisco SPA 303 IP Phone

Use these procedures to install the phone and connect it to your network.



**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 photo).

**STEP 3** (Optional) Route the phone cord through the cable slot (labeled 4 in photo).

**STEP 4** Insert the other end of the phone cord into the port at the bottom of the handset (not shown).

**STEP 5** Connect the phone stand by lining up the tabs on the stand (not shown) with the slots on the phone body. Slide the bottom tabs into the lower slots on the phone body (labeled 1 in photo) and lightly press down on the stand. It should easily slide into the upper stand slots. Do not force.

**STEP 6** 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” (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 7** 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 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 8** (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 (labeled 2 in photo). Connect the other end of the Ethernet cable to the network port on your PC.

**STEP 9** (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* documents on Cisco.com 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 or pressing the speakerphone button, and your phone line keys should glow green (depending on your phone system).

## 6 Using Your IP Phone

### Placing or Answering Calls

Pick up the handset and dial (SPA 301/303), or press the **Speaker** or **Headset** button (SPA 303).

### 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 rapid beeps or music while on hold. To resume the call, press **Flash** (SPA 301) or the flashing red line button for the call (SPA 303).

### Ending a Call

If you are using the handset, hang up (SPA 301/303). If you are using the speakerphone (SPA 303), press the **Speaker** button. If you are using the headset (SPA 303), press the **Headset** button.

## 7 Where to Go From Here

Support	
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Small Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html">www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html</a>
Cisco Small Business Firmware Downloads	<a href="http://www.cisco.com/go/smallbizfirmware">www.cisco.com/go/smallbizfirmware</a>  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 <a href="http://www.cisco.com/go/software">www.cisco.com/go/software</a> (registration/login required).
Product Documentation	
Cisco SPA 301 Cisco SPA 303	<a href="http://www.cisco.com/go/300phonesresources">www.cisco.com/go/300phonesresources</a>
Cisco Small Business Phone Accessories	<a href="http://www.cisco.com/en/US/products/ps10042/index.html">www.cisco.com/en/US/products/ps10042/index.html</a>
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>