USER GUIDE

Cisco Small Business

SPA 303 IP Phone
for 8x8 Virtual Office

May 2011

Contents

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Getting Started

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

About This Document

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

NOTE   **This document describes using the Cisco Small Business IP Phones with 8x8 Virtual Office**.

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.

TheCisco SPA 303 has the following features:

- 128 X 64 monochrom LCD

- 3 lines

- 4 dynamic softkeys

- 4-way navigations 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 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	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). • Flashing Orange: The phone is not connected to the network.
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above. See Softkey Buttons, page 9.
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.
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
<< or >>	Move left or right through an entry without deleting characters.
add	Add an entry.
apps	Accesses supported 8x8 Virtual Office applications.
bxfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
callpark	Puts a call on hold at a designated "park" number. The call is parked on the line until you unpark it or the caller disconnects. Must be configured by your phone system administrator.
cancel	Cancels any changes you have made (press before **ok** or **save**).
clear	Clears the entry.
conf	Initiates a conference call.
confLx	Conferences active lines on the phone together.
confserv	Dials into the 8x8 conference bridge.
delChr	Deletes the last number or letter.
delete	Deletes an entire item (for example, a number from the Call History list).
dial	Dials a number.
dir	Provides access to phone directories.
dnd	Do Not Disturb; prevents incoming calls from ringing your phone.

Button	Function
-dnd	Clears Do Not Disturb.
edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
endCall	Ends the call in progress.
exit	Closes a menu.
hold	Places a call on hold.
ignore	Ignores an incoming call.
intercom	Allows you to automatically connect to a remote extension.
join	Joins the two calls in conference and drops you from the call.
lcr	Dials the Last Call Received.
miss	Shows the Missed Calls list.
option	Press this button to display options. To choose the displayed option, press OK.
record	Records the call in progress.
redial	Displays a list of recently dialed numbers.
resume	Resumes a call that is on hold.
save	Saves your changes.
select	Selects the highlighted item on the LCD screen.
xfer	Performs a call transfer.
xfer2vm	Transfers an active call to voice mail.
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.

2

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

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 303 IP Phone
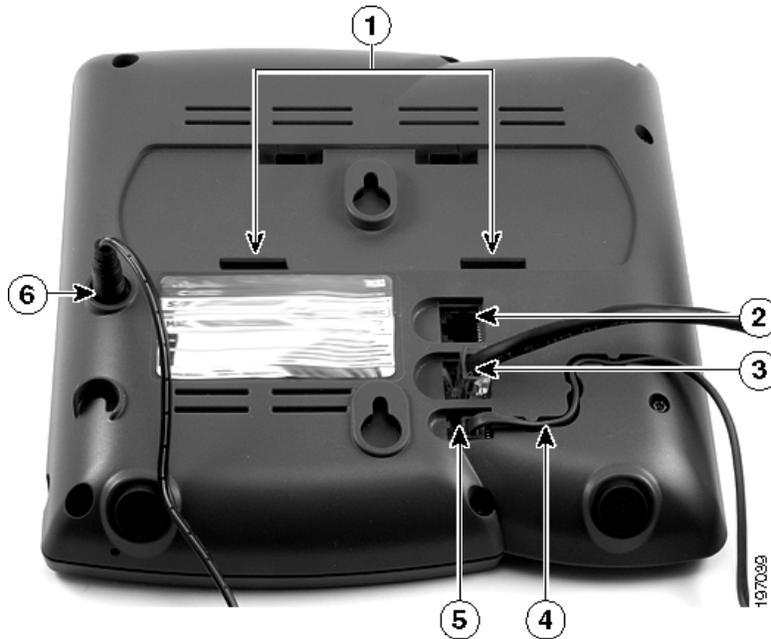
Figure 1   Cisco SPA 303 Phone Connections

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 1).

STEP 3 (Optional) Route the phone cord through the cable slot (labeled 4 in Figure 1).

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 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 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 1).

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 1) 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 1.)

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:

Headset port

189983

(Optional) Mounting Your Cisco SPA 303 Phone to the Wall

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

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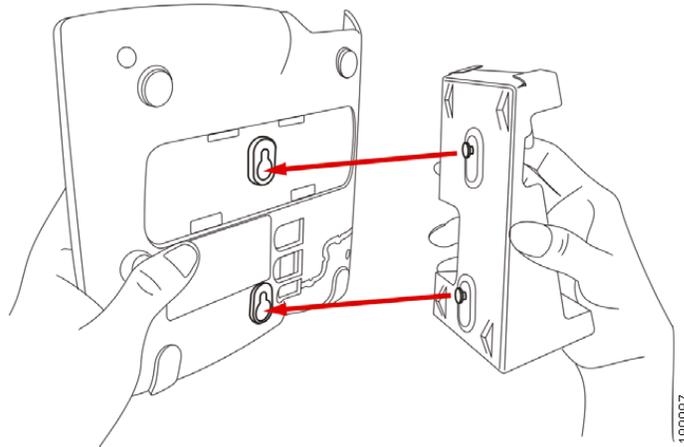
STEP 2 Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

STEP 3 Push the MB onto the phone's base. Slide the MB upwards to lock it in place.
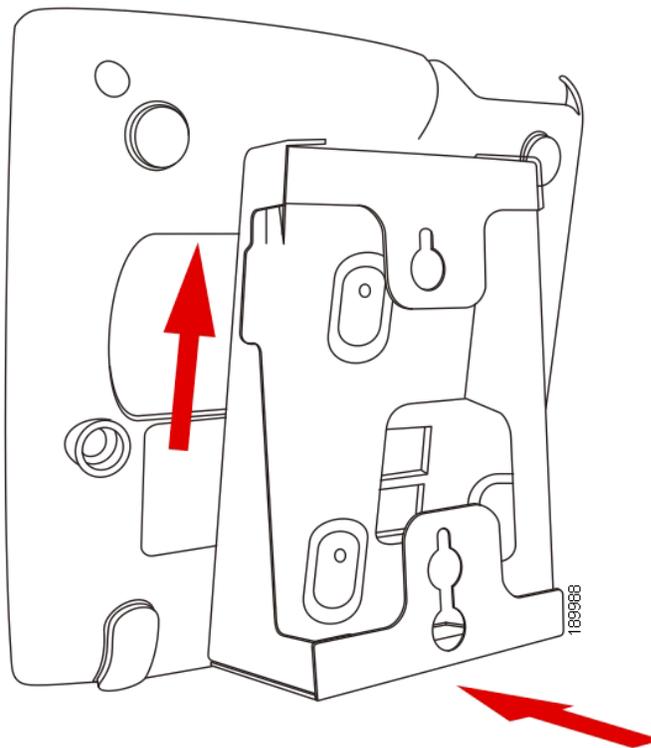
STEP 4   (Optional) If a Wi-Fi or PoE dongle is installed, place in the tray.
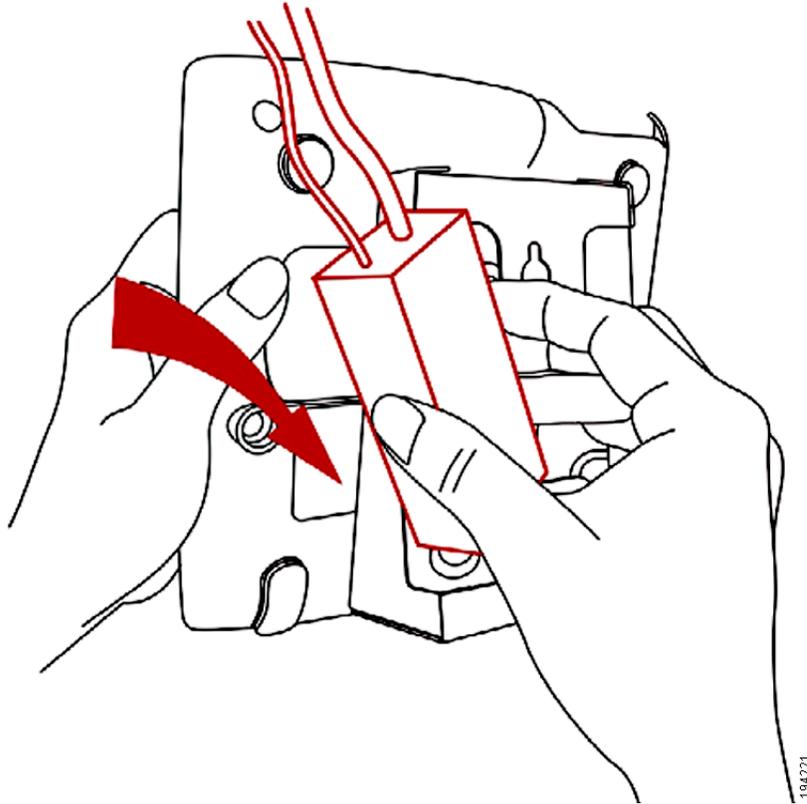
Plug in the Ethernet and power cables.
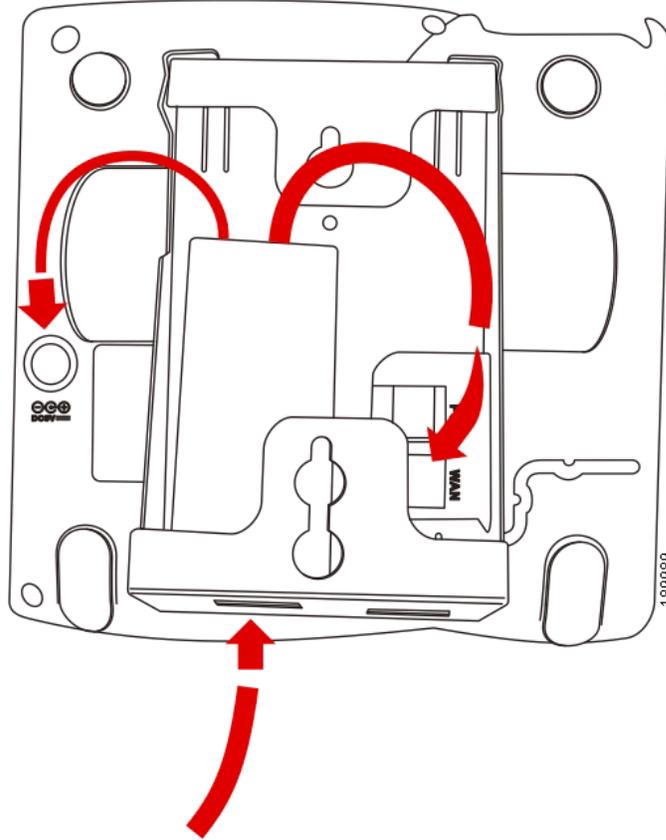
STEP 5 Hang onto screws mounted in the wall.
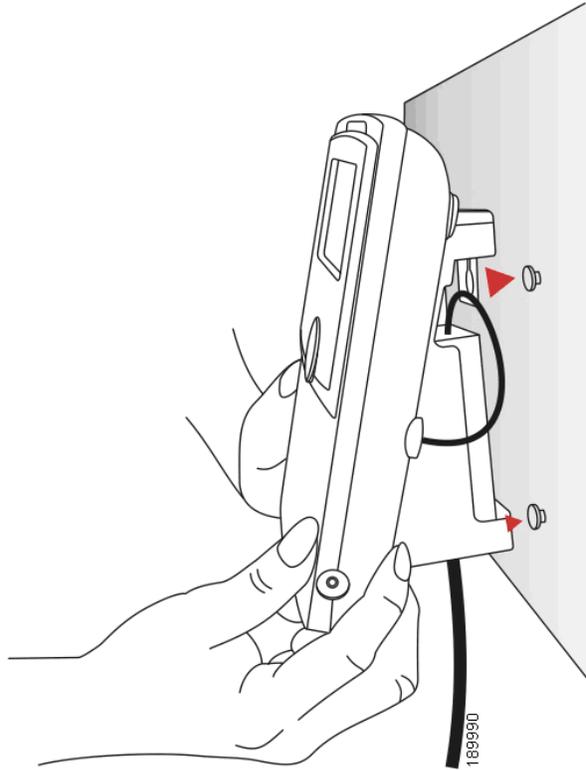
Reversing the Handset Retention Tab

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 3   Handset Retention Tab (Default Position)

STEP   1   Insert a coin or object of similar width into the slot.

STEP   2   Rotate the tab180°. (See Figure 4.) The tab now catches the slot in the handset when the handset is placed onto the cradle.

Figure 4   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.

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.

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 8x8 Support.

Upgrading Your Phone's Firmware

Your phone ships with pre-installed firmware. If you modify the firmware on your own you may lose your ability to use your phone in conjunction with 8x8 service. If you are using your Cisco phone with 8x8, do not upgrade your phone's firmware without consulting 8x8 Support. 8x8 may automatically upgrade your phones without any action on your part necessary as new features become available that are compatible with your service.

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

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 15.

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.

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.

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

You can perform three 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.

- Voicemail—You transfer the call to another's voicemail so that the caller can leave a recorded message.

Performing an Attended Transfer

STEP 1 During an active call, press **Trnsfer**. 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 **Trnsfer** 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 **Trnsfer** softkey at any time during the conversation.

Performing an Unattended (Blind) Transfer

STEP 1 During an active call, press the **bxfer** softkey.

STEP 2 Enter the number to which you want to transfer the call and press **dial**. The call is transferred with no further action required on your part.

Performing an Transfer to Voicemail

STEP 1 During an active call, press **xfer2vm**.

STEP 2 Enter the number to which you want to transfer the call and press **Dial**. The call is transferred with no further action required on your part.

Redialing a Number

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

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.

Using the Intercom

You can use the **intercom** soft key to automatically connect with a remote extension.

To automatically connect with a remote extension:

STEP   1   Press the Intercom soft key.

STEP   2   Dial the number you wish to intercom to and then press **Dial**.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Forwarding Calls — Online Setup

You can forward all calls, forward calls when the phone is busy or forward calls when there is no answer.

To enable online call forwarding:

STEP   1   Log in to either **Virtual Office Desktop** or your **Virtual Office Online** dashboard at https://sso.8x8.com/login/uc

STEP   2   Access **Settings**, then select the **Call Forwarding** tab.

STEP   3   Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

Setting Do Not Disturb

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 **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.

Placing a Three-Way Conference Call

To initiate a conference call:

STEP 1 During an active call, press the **conf** 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 **conf** 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 Conference Bridges

A key business tool, the conference bridge allows users with an extension and voicemail passwords to schedule and manage conference calls.

Basic functionality includes the ability to create and log into conference bridges. There are also administrator modes that allow calling out and dropping parties from the bridge.

Conference bridge supports up to 20 connected callers. An unlimited number of conference bridges can be in session at the same time.

To call into a conference bridge:

STEP 1 Press the **confserv** softkey.

STEP 2 Follow the Conference Bridge voice prompts.

Conference Menu Options

Enter a Conference - (Option 1):

STEP 1 Enter your extension then press #.

STEP 2 Enter conference ID then press #.

STEP 3 Please record first and last name then press #.

Create a Conference - (Option 2):

STEP 1 Enter your extension then press #.

STEP 2 Enter your password then press #. (Voicemail Password)

- Create a conference that expires in 2 weeks press 1

- Create a non expiring conference press 2

- Create a conference with a custom expiration date press 3

Delete Existing Conference - (Option 3):

STEP   1   Enter your extension then press #.

STEP   2   Enter your password then press #. (Voicemail Password)

STEP   3   Enter the conference ID you want to delete then press #.

Using the Phone Directories

Your IP phones provide several different types of phone directories, depending on the phone model and what the system administrator has set up for the company.

In general, the phones provide the following types of directories:

- Personal Directory—The personal directory provides a place for you to store and view frequently dialed numbers. You can also dial numbers from the directory.

- **Corporate Directories**—8x8 Virtual Office provides a searchable Corporate Directory.

Using Your Personal Directory

To access the Phone Directory, press the **dir** softkey, or press the **Setup** button and select **Directory**.

To add a new entry to the directory:

STEP 1   In the Directory screen, when New Entry is selected, press the **add** softkey.

STEP 2   Use the keypad to enter the name of the directory entry. Press the number key multiple times to move to a different letter under that number. (For example, to enter "Mary," you would press **6** and then pause (for M); press **2** and then pause (for A), press **7** three times rapidly (for R), then press **9** three times rapidly (for Y). Use the **delChr** softkey to delete letters, the <<< and >>> softkeys to move one character to the left or the right, or the **clear** softkey to clear the entire name. When finished with the name, use the navigation button to go down to the Number field.

STEP 3   Enter the phone number, including any digits you must dial to access an outside line and the appropriate area code, if necessary.

STEP 4   (Optional) To change the ring type for the caller:

a.   Press the **option** softkey.

b.   Scroll through the available ring types.

c.   Press the **play** softkey to play the selected ring tone or the **select** softkey to assign that ringtone to the person whose number you are adding to the directory.

STEP 5   Press **save** to save the entry.

Using the Corporate Directory

To use the corporate directory:

STEP 1   Press the **Setup** button and select **8x8 Virtual Office**.

STEP 2   Scroll to **Corp Directory Listing** and press **Select**.

To search the corporate directory:

STEP 1   Press the **Setup** button and select **8x8 Virtual Office**.

STEP 2   Scroll to the **Corp Directory Search** and press **Select**.

STEP 3   Input last name, first name, and/or location and press **submit**:

STEP 4   In the results, scroll to the desired entry and press **Dial** to dial the contact.

Using the Call History Lists

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:

- **Redial List**—Shows the last 60 numbers dialed from your phone.

- **Answered Calls**—Shows the caller ID of the last 60 answered calls.

- **Missed Calls**—Shows the last 60 missed calls.

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.

Recording Calls (Virtual Office Pro Users Only)

Call Record On/Off is available to Virtual Office Pro users.

To turn on Call Recording during a call:

STEP 1 Press the right navigation button to find the **record** soft key.

STEP 2 Press the **record** soft key.

You will see a "Recording is ON" confirmation message on the phone screen.

To turn Call Recording off:

STEP 1 Press the **exit** soft key.

4

Using Advanced Phone Features

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

- Creating Speed Dials, page 41

- Customizing Your LCD Screen, page 42

- Updating Your Ring Tone, page 44

- Advanced Procedures for Technical Support Personnel, page 44

Creating Speed Dials

You can configure different types of speed dials:

- You can assigned unused line buttons on your phone to act as a speed dial.

- You can create speed dials assigned to a number, that, when pressed on the keypad, dials the number assigned to it. You can have up to 8 of these speed dials. Each speed dial can be a phone number, IP address or URL.

Creating Speed Dials on Unused Line Buttons

STEP 1   Press the unused line button and hold down for three seconds. The **Define Speed Dial window** displays.

STEP 2   Enter the name for the speed dial.

STEP 3   Press the **Down Arrow** key to reach the phone number field. Enter the phone number and press **Save**.

STEP 4   After creating the speed dial, it displays next to the line button. Press the line button to use the speed dial.

Creating Numerical Speed Dials

STEP 1   Press the **Setup** button.

STEP 2   Select **Speed Dial**.

STEP 3   For a new speed dial, scroll to select an unused speed dial (marked with Not Assigned). To edit a previously existing speed dial, select it.

STEP 4   Press **edit**.

STEP 5   Enter the number to assign to the speed dial and press **ok**.

Using Speed Dials

To call one of your configured speed dial numbers, either:

- Open a phone line and press the number on the phone keypad for the speed dial, then press **Dial**.

- Press the **Setup** button, select **Speed Dial,** choose the number, and press **Dial**.

Press the unused line button you have configured for a speed dial.

Customizing Your LCD Screen

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 **LCDContrast** and press **Select**.

STEP 3 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 4 Press the **save** 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 **Screen Saver Mode** and press the Select softkey.

STEP   3   To change the status of your screen saver:

      a.   Scroll to **Enable Screen Saver** and press the **Edit** softkey.

      b.   Press the **Y/N** softkey until the desired option appears: **Yes** to enable a screen saver or No to disable this feature.

      c.   Press the **OK** softkey.

      d.   Press the **Save** softkey to save your changes.

STEP   4   To specify the amount of idle time that can elapse before the screen saver appears:

      a.   Scroll to **Screen Saver Wait Time** and press the **Edit** softkey.

      b.   Clear the displayed time by pressing the Clear softkey.

      c.   Enter the idle time period in minutes by pressing numbers on the keypad.

      d.   Press the OK softkey.

      e.   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 **activ** 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 **Ring Tone** and press Select.

STEP 3 Use the **Up Arrow** key or **Down Arrow** key to choose the phone line for which you want to change the ring tone.

STEP 4 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 5 Press Exit to close the screen.

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   Choose from the following options:

- **Network**: 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.

- **Product Info**: 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.

Important: Resetting your phone to the factory default is not recommended unless you are working directly with a member of the 8x8 Support team. Your phone will no longer be connected to 8x8 service if it is reset it to the Cisco factory default.

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.

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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 303 IP Phone.

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

NOTE Other Cisco-provided documentation may be useful as a reference, but it often refers to features that are supported only on specific plans of specific providers or PBXs. It also may exclude some cloud-provided services for your business that are provided by 8x8, Inc. This document has been modified by 8x8 to specifically include the features supported and provided by 8x8 service. Generic Cisco documentation may not be accurate when used with 8x8 service.