

## Getting to Know the Cisco SPA 303 IP Phone

- 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 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.
- 4) Line Keys - Indicates phone line status. When lit:
  - ❖ Green: Line is idle.
  - ❖ Red (steady): Line is active or in use.
  - ❖ Red (blinking): Line is on hold.
  - ❖ Orange: Line is unregistered and cannot be used.
- 5) Soft Keys - Press a soft key 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.
- 7) Messages button - Press to access voice mail.
- 8) Hold button - Press to place a call on hold.
- 9) Set up 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.



# Using Your IP Phone

## Placing or Answering Calls

To place or answer a call, you can pick up the handset, press the Speaker or Headset button, or press a line button (on some phones).

## 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.

## Ending a Call

If you are using the handset, hang up. If you are using the speakerphone, press the Speaker button. If you are using the headset, either press the Headset button (wired) or replace the handset (wireless).

## Adjusting Volume and Muting

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

## Button Function

- ❖ << or >> Move left or right through an entry without deleting characters.
- ❖ **add:** Add an entry.
- ❖ **bXfer :** Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
  - Performing an Unattended (Blind) Transfer
    - STEP 1 During an active call, press the bXfer soft key.
    - STEP 2 Enter the number to which you want to transfer the call and press the dial soft key.  
The call is transferred with no further action required on your part.
- ❖ **cancel:** Cancels any changes you have made (press before ok or save).
- ❖ **cfwd:** Forwards all calls coming to your phone to a specified number.
- ❖ **clear:** Clears the call history.
- ❖ **conf:** Initiates a conference call.
  - To initiate a conference call:
    - STEP 1 Press the conf softkey during an active call. 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 conf softkey again. All three parties are connected in the conference call. When you hang up, the other two parties are disconnected.
- ❖ **confLx:** Conferencing active lines on the phone together. If you have a call on hold and an active call, you can create a conference call between the active call, the call on hold, and you.
  - Conferencing a Held Call with an Active Call
    - With an active call and one or more calls on hold, press the confLx soft key.
      - If you have only one call on hold, the conference call is created between the three of you.
      - If you have more than one call on hold, choose the held call you want to conference in by pressing the line button of the call on hold.
- ❖ **delChr:** Deletes the last number or letter.
- ❖ **delete:** Deletes an entire item (for example, a number from the Call History list).

- ❖ **dial**: Dials a highlighted number.
- ❖ **dir**: Provides access to your personal phone directory (up to 100 entries).
- ❖ **dnd**: Do Not Disturb; prevents incoming calls from ringing your phone.
- ❖ **-dnd**: Clears Do Not Disturb.
- ❖ **edit**: Opens an item so that you can edit numbers or letters, or enable or disable a feature.
- ❖ **exit**: Closes a menu.
- ❖ **lcr**: Returns the last missed call by dialing the number that called you.
- ❖ **miss**: Shows the Missed Calls list.
- ❖ **redial**: Displays a list of recently dialed numbers.
- ❖ **save**: Saves your changes.
- ❖ **select**: Selects the highlighted item on the LCD screen.
- ❖ **xfer**: Performs an attended call transfer. This allows you to speak to the party whom you are transferring the call to prior to actually transferring the call.
  - Performing an Attended Transfer
    - STEP 1 During an active call, press xfer. The call is placed on hold and a new line is opened to dial the number.
    - STEP 2 Either:
      - Enter the number to which you want to transfer the call, then press the dial soft key or wait a few seconds.
      - Press the dir soft key and choose a number from the personal directory then press the dial soft key. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, use the delChar, clear, or cancel soft key to make your changes before the call is transferred.
    - STEP 3 Press the xfer soft key after the phone begins to ring, or at any time after the phone is answered.
- ❖ **xferLx**: Transfers a held call to an active call. If you have a call on hold and an active call, you can transfer one of these calls to the other call, connecting the two callers. (This differs from a conference call because you no longer remain part of the call after the transfer.)
  - Transferring a Held Call to an Active Call
    - With an active call and one or more calls on hold, press the xferLx soft key.
      - If you have only one call on hold, the call is transferred to the active party and you are disconnected.
      - If you have more than one call on hold, choose the held call you want to transfer by pressing the line button of the call on hold.