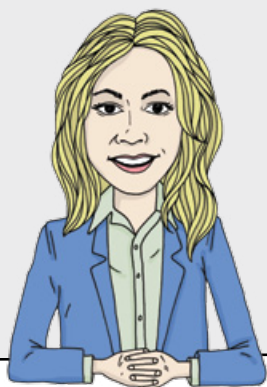# CISCO SPA 303 IP PHONE.

USER GUIDE.

This user guide provides you with all the information you need to get the most from your Cisco SPA 303 IP Phone.

WHAT'S IN THIS GUIDE.

Setting up your phone doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

Have you got everything you need?

- Cisco SPA 303 IP telephone
- Handset
- Handset cord
- Mains power adapter
- Ethernet cable
- Phone stand

NEED HELP?

If you have any problems setting up or using your Cisco SPA 303 IP Phone, contact the Helpline on 0800 169 1146 or go to www.bt.com/business/broadbandvoice

EMERGENCY CALLS.

Important information please note: Access to Emergency Services is provided but calls including emergency calls to 999 or 112, made via the BT Broadband Voice service may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the location details associated with your primary Business PSTN billing address, this may not be where the call was originated.

Setting up.

After unpacking the phone, turn the phone body over to expose the ports on the back of the unit.

Connect stand.

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

Connect handset.

Insert the long end of the phone cord into the handset port on the phone body marked with a phone symbol **(2)**. Route the phone cord though the cable slot **(3)**. Connect the other end of the phone cord into the handset (not shown).

Connect your phone to the network.

Insert one end of the Ethernet cable supplied into the network port on the phone body marked "SW" **(4)**. Insert the other end of the Ethernet cable into a spare Ethernet port on the back of your BT Business Hub or Ethernet switch if one is being used.

Connecting the power.

Insert one end of the power cord into an electrical outlet and insert the other end of the power cord into the power port on the phone body **(5)**.

Provisioning.

The phone will start and the mute, headset and speaker buttons will light up and the line buttons will go orange as the phone provisions your service (this will take approximately 2 minutes). Once provisioning has completed your phone will display "BT" and a VoIP line button will turn green and display your VoIP telephone number. You will now be ready to make calls.

> Please note that during any future firmware upgrades or configuration changes the same provisioning sequence will take place.

Connecting a headset.

The SPA303 IP phone requires a headset with a 2.5 mm jack. Insert the headset line cord into the headset port at the bottom right hand side of the phone **(6)**.
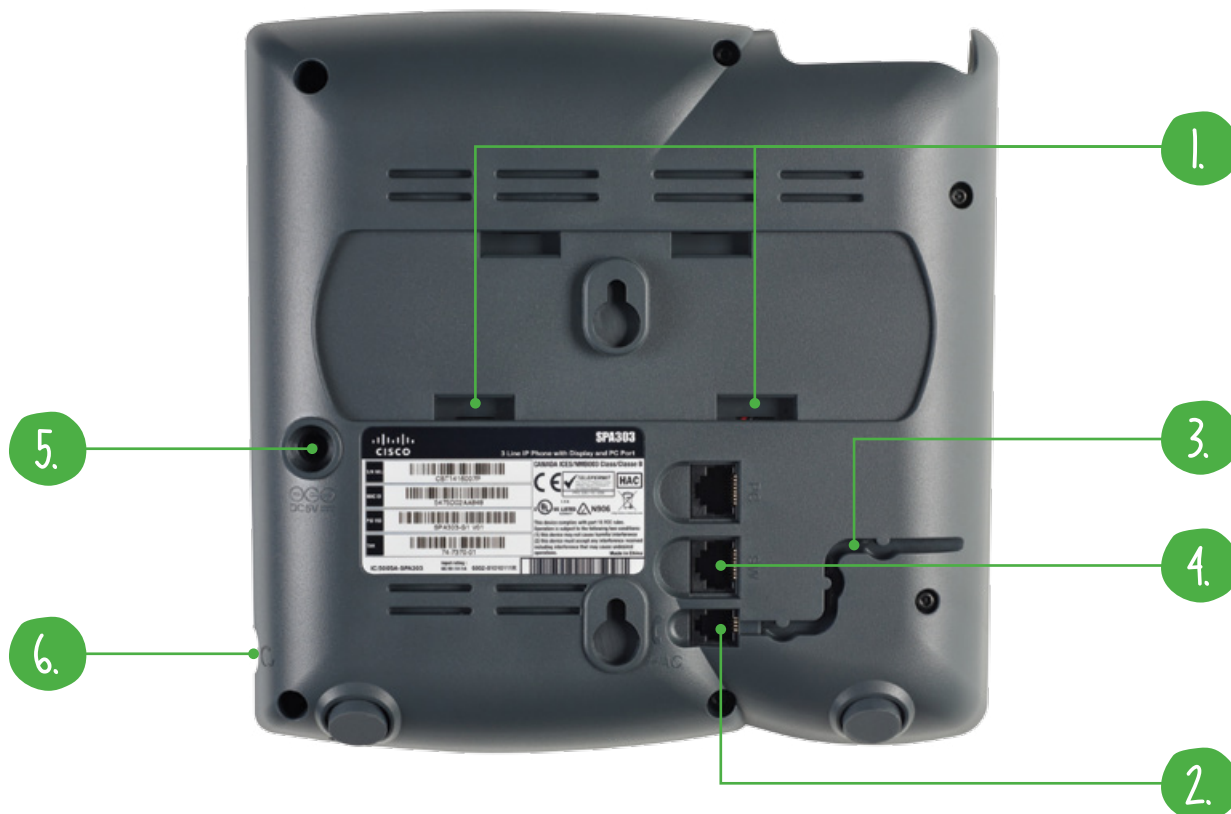
Buttons.

LCD (7) Screen displays information about the phone settings including date and time, your VoIP line number and soft key options.

LED (8) will flash red during an incoming call or when the phones firmware is being updated.

Line Keys (9) indicates the 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 not available

Soft key Buttons (10) used to perform actions shown on the LCD screen.

Navigation Button (11) used for scrolling left, right, up or down through the items shown on the LCD screen.

Messages Button (12) press to access your 1571 voicemail.

Menu Button (13) press to access the phones menu system to configure features and preferences (such as your directory and speed dials).

Mute Button (14) press to mute or unmute the phone. When the phone is muted the button glows Red.

Volume Button (15) press + to increase the vouume and – to decrease the volume of the handset, headset or speaker (when the handset is lifted) or ringer volume (when the hanset is on the phone).

Headset Button (16) push to turn the headset on or off. When the headset is on, the button glows Green.

Speaker Button (17) push to turn the speaker on or off. When the speaker is on the button glows Green.

If you experience any problems call the Helpline on **0800 169 1146**

GETTING TO KNOW YOUR PHONE.

Soft keys.

There are four buttons below the IP Phones LCD screen and their function label appears directly above them on the screen. The softkey function label will change and you will be presented with functions appropriate to the action being taken on the phone.

Soft Key	Brief Description
<< or >>	Move left or right through an entry without deleting characters
add	Add an entry
answer	Answer a call
cancel	Cancels any changes you have made (press before **ok** or **save**)
clear	Clears the highlighted item on the LCD screen
conf	Initiates a conference call
confLx	Conferences active lines on the phone together
delAll	Will delete all data for the fuction currently selected
delChr	Deletes the last number or letter
delList	Deletes all data from menu item
delete	Deletes an entire item (for example, a number from the **Call History** list)
dial	Dials a number
dir	Provides access to phone directory
dnd	Do Not Disturb; prevents incoming calls from ringing your phone and sends the caller to voicemail
–dnd	Clears Do Not Disturb
edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
ignore	Ignores an incoming call and sends the caller to voicemail
lcr	Dials the Last Call Received
miss	Shows the Missed Calls list
option	Toggles between options that can be selected on the LCD screen
ok	Accepts the highlighted action on the LCD screen
play	Plays media on the phone e.g. ring tones
redial	Displays a list of recently dialed numbers
save	Saves your changes
select	Selects the highlighted item on the LCD screen
xfer	Performs a call transfer (only available on Hosted VoIP)
xferLx	Transfers an active line on the phone to a called number
y/n	Enters a submenu and when pressed, toggles between Yes or No to enable or disable an option

Changing the time and date.

To change the date and time on your SPA303 handset.

- Press the **Menu** button
- Scroll to Time/Date and press the **select** softkey
- Enter the date in the following format: mm*dd*yy (this will display as m/d)
- Enter the time in the following format: hh*mm*ss (this will display as (h:mm)
- If the time does not display a.m. (a) or p.m. (p) correctly, adjust with **Offset**. To change from a.m. to p.m., enter *12*00*00, to change from p.m. to a.m., enter #12*00*00
- Press the **save** softkey.

Personal directory.

Using your phones personal directory.

To access the Personal Directory, press the **dir** softkey on the LCD, or press the **Menu** button and select Directory.

To add a new entry to the directory:

- In the Directory screen, when **New Personal Dir Entry** is selected, press the **add** softkey
- Use the keypad to enter the name of the directory entry
- 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.

Enter the phone number and the appropriate area code. As an option change the ring type for incoming calls from that number:

- Press the **option** softkey
- Scroll through the available ring types
- Press the **play** softkey to play the selected ring tone
- Press the **select** softkey to assign that ringtone to the number you are adding to the directory
- Press the **save** softkey to save the entry.

You can store up to 100 numbers in your personal directory Personal Directory which are sorted by name.

Speed dials.

You can store up to 8 speed dials on your phone mapped to digits 2 to 9 on the keypad.

Creating locally stored speed dials.

- Press the Menu button
- Scroll to **Speed Dial** and press the **select** softkey
- 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
- Press the **edit** softkey
- Enter the number to assign to the speed dial and press the **ok** softkey.

Using Speed Dials.

To call one of your configured speed dial numbers, do one of the following:

- Press the line key **(9)** and press the number on the phone keypad for the speed dial, then press the **dial** softkey
- Press the Setup button, scroll to Speed Dial and press the select softkey, choose the number, and press the dial softkey
- Press the unused line button you have configured for a speed dial.

Using the speakerphone.

To use the speakerphone, press the Speaker button **(17)** (the handset can be either on or off the hook).

Using a headset with your SPA 303 IP Phone.

Connecting a headset.

The SPA303 IP phone requires a headset with a 2.5 mm jack. Insert the headset line cord into the headset port at the bottom right hand side of the phone (as shown in the getting to know your phone section).

Making and receiving calls.

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 or 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. (If you are switching from the handset to a wireless headset, however, do not replace the handset or you will disconnect the call.)

Making and receiving calls.

An incoming call on the SPA 303 will be indicated by a red flashing line button and LED above the phones LCD display.

To answer a call either:

- Pick up the handset
- Press the **answer** softkey
- Press the Speaker button
- If using a headset, press the headset button.

To make a call either:

- Pick up the handset and dial the number
- Press the Speaker button and dial the number
- If using a headset, press the headset button and dial the number.

Placing a call without dialling a number:

- Press the **redial** softkey, then the **dial** softkey to dial the last number
- If you have configured speed dials, press the assigned speed dial code and then press the **dial** softkey.

Ignoring calls.

To ignore or reject a call.

- Press the **ignore** softkey to reject an incomming call
- The call will the automatically be diverted to 1571 voice mailbox
- Any voice mail message left can be retieved by dialling 1571.

Note: there is no visual indication on the SPA 303 that a voice message has been left.

Missed calls.

The LCD screen on your IP phone notifies you if a call came in that was unanswered.

To return a missed call:

If the LCD screen shows a missed call, press the **lcr** softkey to return the last missed call. Press the **miss** softkey to view a list of missed calls, select a call, and press **dial**.

If the LCD screen does not show the **lcr** or **miss** softkeys, you can return a call from the Missed Call list:

• Press the **Menu** button

• Scroll to Call History and press the **select** softkey

• Scroll to Missed Calls and press the **select** softkey

• Choose the call you want to return and press the **dial** softkey.

To view a list of all missed calls:

If the LCD screen shows a missed call, press the miss softkey to view a list of missed calls.

If the LCD screen does not show the lcr or miss softkeys:

• Press the **Menu** button

• Scroll to Call History and press the **select** softkey

• Scroll to Missed Calls and press the **select** softkey.

Hold and retrieve a call.

To place a call on hold.

• Press the hold button – the line button will flash red

• The call duration is shown

• Press the hold button again or the flashing red line key to return to the call.

3-way conference call.

To activate a 3-way conference call.

• While on a call press the **conf** softkey and your current call will be put on hold (line key will flash red)

• Dial the number of the 3rd party

• Once the 3rd party answers the call and accepts the conference request press the **conf** softkey to join all three parties together.

Do not disturb.

By turning on do not disturb all incoming calls will be immediately transferred to your 1571 Voice mailbox.

Activating do not disturb.

Activating do not disturb using the **dnd** softkey:

- To activate do not disturb, press the **dnd** softkey. The LCD screen indicates that do not disturb is turned on for your phone.

Activating do not disturb using the **Menu** button:

- Press the **Menu** button
- 2 Scroll to **Preference**s and press the **select** softkey
- Scroll to do not disturb and press the **edit** softkey
- Press the **y/n** softkey to choose **y**, then press the **ok** softkey
- Press the **save** softkey.

Deactivating do not disturb.

Deactivating do not disturb using the **–dnd** softkey:

- To deactivate do not disturb, press the **–dnd** softkey.

To deactivate do not disturb using the Menu button:

- Press the **Menu** button
- Scroll to **Preferences** and press the **select** softkey
- 2 Scroll to **Preference**s and press the **select** softkey
- Scroll to do not disturb and press the **edit** softkey
- Press the **y/n** softkey to choose **y**, then press the **ok** softkey
- Press the **save** softkey.

Managing calling features using the VoIP Portal.

You can use the VoIP Portal to manage your calling features on the line connected to your Cisco SPA303 IP Phone. You can access the VoIP Portal from https://service. btbroadbandvoice.bt.com/selfcare/ businessYourAccount

To log in, enter the 056 telephone number of the line and the Administrator password which were provided in your service confirmation email.

You can find more information on using the VoIP Portal in the VoIP User Guide available at http://www.bt.com/voip/IPComms
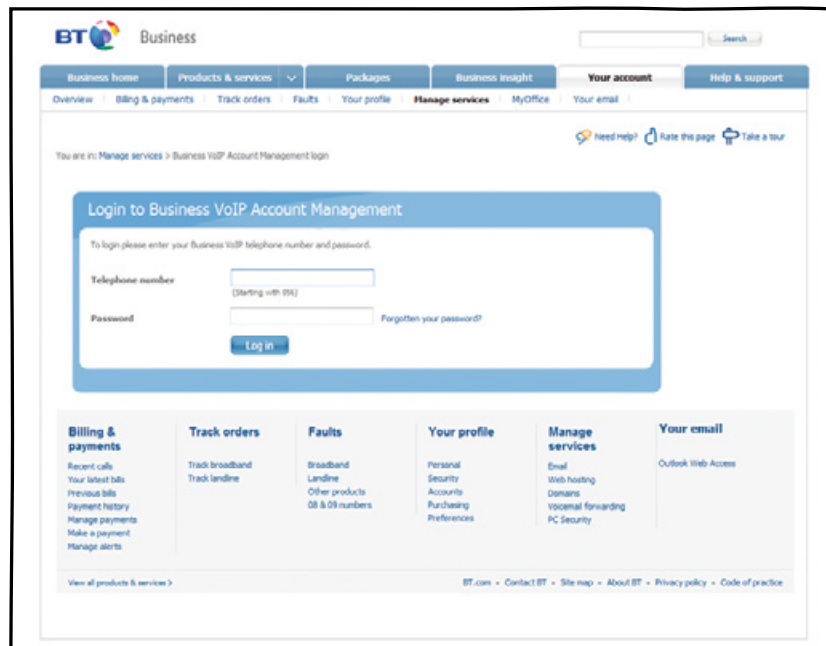
Add or activate services.

For Administrator use only.

In the Add or Activate Services section of the VoIP Portal, the Administrator can add more lines, add geographic numbers and change the calling plan.

1. Log into the VoIP Portal as detailed above.

2. Click on the Add or Activate Services tab, then click on the Manage your lines link and select each line in turn to make the following changes:

• To set a password to allow line users to log into the VoIP Portal to manage the calling features for their lines, select Password and enter a new password for each of the lines. The 056nnnnnnnn number will be the username. Ensure you keep a record of this information

• Select Line name to change the display of each line, this will normally be the user of the line

• Select Administrator privileges to give a user advanced privileges within the VoIP Portal.

Manage my services.

You can manage your calling features from the Manage my Services section of the VoIP Portal.

1. Log into the VoIP Portal as detailed above

2. Click on the Manage my Services tab

3. Click on Lines, then to manage the calling features click on the icon on the far right column against the telephone number that you want to make changes to

4. The Administrator can also manage additional calling features and is able to configure:

• The lines included in the Multi Access Directory Number (MADN)

• The lines included in the Multiline Hunt Group (MLHG).

If you experience any problems call the Helpline on **0800 169 1146**

Managing calling features from your phone.

You can use access codes to manage the VoIP services from your IP telephone if you do not have access to the VoIP Portal

To access calling features select a line and use the commands listed in the **Appendix**.

Examples of calling features include:

Call forwarding options – forward incoming calls to a different number. You can:

- Divert all calls
- Divert calls when busy
- Divert on no answer (delayed call forwarding)
- Be selective with call forwarding – divert calls from a specified list of numbers
- Choose find-me-follow-me to re-direct calls to a list of numbers defined by the user.

Call rejection options – reject calls from specific numbers. You can:

- Choose call rejection – lets you reject calls from a list of up to ten numbers
- Choose anonymous call rejection – enables you to reject calls when callers withholds their number.

Call barring – bar particular types of call being made from your line.

- Bar all calls
- Bar international calls
- Bar operator calls
- Bar calls to premium rate numbers.

Call waiting – tells you there's a caller on the line and allows you to switch between calls.

Please be aware that if the access feature codes used for managing calling features are dialled too fast they may not work. It is essential that the voice instructions given when using these codes are followed.
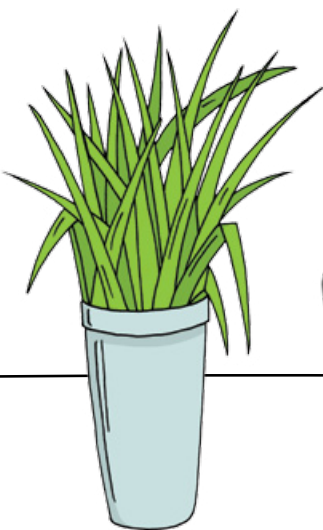
Important.

Access to emergency services is provided but calls, including emergency calls to 999, made via BT Broadband Voice may not work in the event of power or broadband connection failure. These failures may be caused by reasons outside our control. Location information, provided to the emergency services, is limited to the address of the associated telephone line where applicable.

Headset compatibility.

The Cisco SPA 303 IP Phone supports the following Jabra and Plantronic headsets Note: Your headset must have 2.5mm connector.

Jabra/Netcom.

The following Jabra/Netcom headsets are supported on the Cisco SPA303 IP Handset:

Corded Headsets: GN2000 and GN2100

Jabra Corded Headsets require Connection cord 8800-00-46 to connect to the SPA303 IP Phones 2.5mm headset connector.

Cordless Headsets: GN9120, GN9330 and GN9350

Jabra Cordless Headsets require Connection cord 8800-00-75 to connect to the SPA303 IP phones 2.5mm headset connector.

Plantronics.

Corded Headsets: SupraPlus series and EncorePro series

Plantronics corded headsets require Quick Disconnect cord (2.5 mm to QD -PART NUMBER 48586-03) to connect to the Cisco SPA303 IP Phones 2.5mm headset connector.

Safety information.

* Do not open the handset or the base. This could expose you to high voltages or other risks.
  Contact the Helpline on **0800 169 1146** for all repairs.

Cleaning.

* Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental.

* Do not expose to direct sunlight

* Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces

* Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms

* Do not expose your product to fire, explosive or other hazardous conditions

* There is a slight chance your phone could be damaged by an electrical storm.

If you experience any problems call the Helpline on **0800 169 1146**

Product disposal instructions.

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee.

For details of the Cisco SPA303 IP Phone guarantee please refer to the applicable terms and conditions.

Before returning your Cisco SPA303 IP Phone please ensure you have read the user guide and the product is being operated correctly. If there is still a problem, please or contact the BT Broadband Voice Helpdesk on 0800 169 1146 for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Returning your phone under guarantee.

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

APPENDIX.

Caller ID.

Feature	Access Code
Display the caller's identity	*234#
Do not display the callers identity	#234#
Check whether this telephone is set to display the caller's identity	*#234#

Call forwarding.

Feature	Access Code
Forward all calls	*21* nnnnnn #
Stop forwarding all calls	#21#
Check whether your telephone is set to forward all calls	*#21#
Forward calls when busy (if they come in while you are on another call)	*67* nnnnnn #
Stop forwarding calls when busy	#67#
Check whether your telephone is set to forward all calls when busy	*#67#
Forward calls on no reply (if you do not answer them)	*61* nnnnnn #
Stop forwarding calls on no reply	#61#
Check whether your telephone is set to forward all calls on no reply	*#61#

Selective call forwarding.

Feature	Access Code
Set up selective call forwarding	14256

Find-me-follow-me.

Feature	Access Code
Activate find-me-follow-me service	*371#
Deactivate find-me-follow-me service	#371#

If you experience any problems call the Helpline on **0800 169 1146**

APPENDIX.

Call rejection.

Feature	Access Code
Activate do not disturb service	*261#
Deactivate do not disturb service	#261#
Check whether do not disturb service is activated	*#261#
Reject anonymous calls	*227#
Accept anonymous calls	#227#
Check whether your telephone is set to reject anonymous calls	*#227#
Set up selective call rejection (after entering the access code, follow the voice prompts for further instructions)	14258

Speed calling (up to 49 numbers can be stored).

Feature	Access Code
Speed calling access code (dial this code followed by the speed calling code for the number you want to call) – 01 to 49 e.g. **01	**
Set up a speed calling code (follow the voice prompts for further instructions)	*51*
Remove a speed calling code (follow the voice prompts for further instructions)	#51*
Check whether your telephone is set up to support speed calling (follow the voice prompts for further instructions)	*#51*

Reminder calls.

Feature	Access Code
Set up a reminder call	*55*
Cancel all reminder calls	#55#
Cancel one reminder call	#55*
Check the reminder calls you have set up	*#55#
Set up a repeating reminder call	*56*
Cancel all repeating reminder calls	#56#
Cancel one repeating reminder call	#56*
Check the repeating reminder calls you have set up	*#56#

Voicemail.

Feature	Access Code
Retrieve your voicemail messages	1571

If you experience any problems call the Helpline on **0800 169 1146**

APPENDIX.

Call barring.

Feature	Access Code
Bar all calls except emergency calls	*341#
Bar international, national and mobile calls	*342#
Bar international calls	*343#
Bar operator calls	*344#
Bar calls to access codes for setting up call services	*345#
Bar calls to premium rate numbers	*347#
Stop barring all calls except emergency calls	#341*PIN #
Stop barring international, national and mobile calls	#342*PIN #
Stop barring international calls	#343*PIN #
Stop barring operator calls	#344*PIN #
Stop barring calls to access codes for setting up call services	#345*PIN #
Stop barring calls to premium rate numbers	#347*PIN #
Check which types of calls are currently barred for your telephone	*#34#

Withhold Number.

Feature	Access Code
Withhold my number on the following call	141
Send my number on the following call	1470

Call waiting.

Feature	Access Code
Use call waiting	*43#
Stop using call waiting	#43#
Check whether your telephone is set up for call waiting	*#43#

Last caller ID.

Feature	Access Code
Last caller ID (to hear a voice announcement for the last caller's number)	1471
Call return (to return the call after hearing the last caller ID announcement)	3
Last caller ID return (to return the call without the voice announcement)	1474
Last caller ID (to remove the records of recent calls)	1475

If you experience any problems call the Helpline on **0800 169 1146**

APPENDIX.

Security settings.

Feature	Access Code
PIN change	*68*

Call pickup groups.

Feature	Access Code
Call pickup	*52#
Directed call pickup	*52* nnnnnn #

BT
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http://myh66.com

http://usermanuals.us

http://www.somanuals.com

http://www.4manuals.cc

http://www.manual-lib.com

http://www.404manual.com

http://www.luxmanual.com

http://aubethermostatmanual.com

Golf course search by state

http://golfingnear.com

Email search by domain

http://emailbydomain.com

Auto manuals search

http://auto.somanuals.com

TV manuals search

http://tv.somanuals.com