



## **User Guide**

**Rev 1.0**

**CISCO 303**

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## Adjusting the Ringer Volume

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

## Using Mute

To mute the microphone for the speaker, headset or handset, press the Mute button on the phone. The button glows red.

Press the Mute button again to unmute.

## Answering a Call

Basic techniques to answer a call:

- Pick up the handset.
- Press the Speaker button (Cisco SPA 303).
- Press the Headset button (Cisco SPA 303).
- Press a green line button to place a call or a red flashing line button to answer a call (Cisco SPA 303).

## Using Hold and Resume

To put a call on hold, press Hold button. Music on hold plays for the caller to indicate that the call is on hold.

On the Cisco SPA 303, the phone LCD shows a flashing right arrow indicating the line is on hold, as shown in the figure below.



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

## Ending a Call

To end 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 receiver (when using certain wireless models).

## 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** Enter the number to which you want to transfer the call, then press the dial softkey or wait a few seconds.



**STEP 3** Press the xfersoftkey after the phone begins to ring, or at any time after the phone is answered.

## Redialing a Number

To redial the last number called, press the redial softkey twice.

To redial another number:

**STEP 1** Press the redial softkey and select the desired number.

**STEP 2** (Optional) Press the edit softkey to select a number and modify it (for example, to add an area code). When you're done, press the ok softkey.

**STEP 3** Lift the handset or press the dial softkey to automatically dial the selected 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:

- If the LCD screen shows a missed call, press the lcrsoftkey to return the last missed call. Press the misssoftkey to view a list of missed calls, select a call, and press dial.
- If the LCD screen does not show the lcr or misssoftkeys, you can return a call from the Missed Call list:
  - a. Press the Setup button.
  - b. Scroll to Call History and press the select softkey.
  - c. Scroll to Missed Calls and press the select softkey.
  - d. Choose the call you want to return and press the dial softkey.

## Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

### Activating Do Not Disturb

Using the dndsoftkey:

To activate Do Not Disturb, press the dndsoftkey. The LCD screen indicates that Do Not Disturb is turned on for your phone.

### Deactivating Do Not Disturb

Using the -dndsoftkey:

To deactivate Do Not Disturb, press the -dndsoftkey.

## Placing a Three-Way Conference Call

**STEP 1** Press the confsoftkey 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 confsoftkey again. All three parties are connected in the conference call. When you hang up, the other two parties are disconnected.

## Forwarding Calls

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

### Forwarding All Calls

Using the `cfwdsofkey` (Cisco SPA 303):

**STEP 1** Press the `cfwdsoftkey`.

**STEP 2** Enter a number to which to forward all calls; for example, your voice mailbox, another extension, or an outside line. If forwarding calls to an outside line, be sure to use any access and area codes required.

**STEP 3** Press the dial softkey. The LCD screen displays Calls Forwarded.

### Forwarding Calls When Your Phone is Busy

**STEP 1** Press the Setup button.

**STEP 2** Scroll to Call Forward and press the select softkey.

**STEP 3** Scroll to CFWD Busy Number and press the edit softkey.

**STEP 4** Enter a number to which to forward all calls (for example, another extension, or an outside line.)

**STEP 5** Press the ok softkey.

**STEP 6** Press the save softkey.

### Forwarding Calls When You Don't Answer the Phone

**STEP 1** Press the Setup button.

**STEP 2** Scroll to Call Forward and press the select softkey.

**STEP 3** Scroll to CFWD No Ans Number and press the edit softkey.

**STEP 4** Enter a number to which to forward all calls; for example, another extension, or an outside line. If forwarding calls to an outside line, be sure to use any access and area codes required.

**STEP 5** Press the ok softkey.

**STEP 6** Press the save softkey.

### Stopping Call Forwarding

To stop forwarding calls, press the `-cfwdsoftkey`.

## Accessing Voicemail (1 Point Communications specific)

To access voicemail, press the messages button on your phone.



### First Time Users / New Users:

New users will be asked to change their password for the voicemail upon first login. (The default password is the phones extension.)

Please select a 4 to 6 digit password then press the # key.

(Note: You must change the password to something other than the extension itself.)

After changing your password you will be prompted to record your name. Record your name and then press the # Key. If you are satisfied with your recording please press 1 to continue, or 2 to re-record your name.

### If you have new messages:

Press the Message button key on your phone



Press 1 to listen to your new messages.

Press 3 for advanced options

Press 1 to send a reply

Press 3 to hear the message envelope

Press 5 to leave a message

Press \* to return to the main menu

Press 5 to repeat the current message.

Press 6 to listen to the next message.

Press 7 to delete the current message.

Press 8 to forward the message to another user.

Enter the Extension

Press 1 to prepend a message

Press 2 to forward without prepending a message

Press 9 to save this message

Press \* for Help

Press # to Exit

## Record Voice Prompts

Please make sure that you have set your voicemail to email option in the User-Portal before recording the prompts. If you do not have the option set, you will be required to log in to the portal after the recordings and forward the message to an email manually.

Press your Message Button Key



Enter your PASSWORD followed by the # (pound) key.

Press 3 for Advanced Options

Press 5 to Leave a Message

Enter your extension number followed by the # key

----RECORD YOUR MESSAGE----

When done recording; Press # Key

Press 1 to save the message

Press 2 to listen to it

Press 3 to re-record it

If you are satisfied with the message, you can email the .wav file to 1 Point Communications from the User Portal. 1 Point Communications will then put your recording in place for the IVR options or Hunt Groups specified by you.