Cisco SPA 303 3-Line IP Phone

Q. What is the Cisco® SPA 303 3-Line IP Phone?

A. The Cisco SPA 303 is a basic 3-line IP phone with a PC port.

Q. When will the Cisco SPA 303 be orderable?

A. It is available now on the wholesale price list (WPL).

Q. What is the price of the Cisco SPA 303?

A. The price is US $125 list; the discount varies, depending on partner level.

Q. Who are the target customers for the Cisco SPA 303?

A. Cisco SPA 303 end user segments can be grouped as follows:

Home and small offices that:

- Want a basic 3-line IP phone with a PC port

Small businesses with on-premises or hosted private-branch-exchange (PBX) service that:

- Want to integrate the Cisco SPA 303 with an existing Cisco SPA9000 Voice System, Cisco Unified Communications 500 Series for Small Business, or a hosted voice-over-IP (VoIP) service with PBX features
- Want a basic IP phone for use on an employee's desk or in a lobby environment

Industries

- Hospitality
- Food and beverage
- Legal, medical, or financial services

Q. Who can sell the Cisco SPA 303?

A. Any authorized partners that can buy the Cisco SPA 303 through their channels can sell the phone.

Q. What accessories are available for the Cisco SPA 303?

A. An optional Power over Ethernet (PoE) Splitter (POES5) is available for users who use PoE, and a wall-mount kit (MB100) is available for customers who want to wall-mount the phone. A Wireless-G adaptor (WBP54G) is available for customers who use a wireless vs. a wired Ethernet connection.

Q. Where can I learn more about the Cisco SPA 303?

A. For more information, please visit: http://www.cisco.com/go/300phones.

Q. What languages does the Cisco SPA 303 support?

A. English is the only language supported at this time. Other languages will be supported on the phone through a dictionary update to the phone.

Q. What voice protocols does the Cisco SPA 303 support?

A. The Cisco SPA 303 supports both Session Initiation Protocol (SIP) Version 2 with the Cisco SPA9000 Voice System and third-party call controllers or Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 Series.

Q. What codecs are supported?

A. The Cisco SPA 303 currently supports G.711a, G.711u, G.726, G.729a, and the wideband codec G.722.

Q. **Does the Cisco SPA 303 support a full-duplex speakerphone?**

A. Yes, the Cisco SPA 303 supports a full-duplex speakerphone with advance acoustic echo cancellation.

Q. **Does the Cisco SPA 303 support VLAN tagging on the PC port?**

A. Yes, the Cisco SPA 303 supports the option to configure a VLAN tag on traffic originating from the PC port.

Q. **What standard calling features are supported?**

A. The following features are supported (some features require support on call controllers):

- Auto answer
- Call waiting, cancel call waiting, and call waiting caller ID
- Caller ID with name and number (multinational variants)
- Caller ID blocking
- Call forwarding: No answer, busy, and all
- Call transfer
- Call return
- Call berry on busy
- Call blocking with toll restriction
- Call park and unpark
- Do not disturb
- Three-way conference calling with local mixing
- Group paging
- Corporate directory access
- Message-waiting indication: Visual and tone-based
- Distinctive ringing: Calling and called number
- Shared call appearance
- Selective and anonymous call rejection

Please refer to the data sheet for a complete list of supported features. The Cisco SPA 303 data sheet is available at http://www.cisco.com/go/300phones.

Q. **What types of headsets does the Cisco SPA 303 support?**

A. This phone has a 2.5-mm standard 4-segment phone jack. It supports most universal 2.5-mm wired headsets such as the Jabra C250 and C500 (http://www.jabra.com) and Plantronics MX250 (http://www.plantronics.com). For a detail list, please visit: https://supportforums.cisco.com/docs/DOC-9926.

Q. **What types of security can I implement for the Cisco SPA 303?**

A. The phone supports the following security features:

- Certificates and Secure HTTP (HTTPS)
- Secure Real-Time Transport Protocol (SRTP) (media)
- Transport Layer Security (TLS) (signaling) and SIP over TLS
- Encrypted configuration files up to 256-bit Advanced Encryption Standard (AES)

Q. **Does the Cisco SPA 303 support an XML or Lightweight Directory Access Protocol (LDAP) corporate directory?**

A. Yes, the Cisco SPA 303 supports both LDAP and Cisco XML corporate directory structures.

Q. **Does the Cisco SPA 303 support remote management?**

A. Yes. You can update voice configuration parameters if your service providers use one of the supported mass provisioning methods through Trivial File Transfer Protocol (TFTP), HTTP, or HTTPS.

Q. **Does the Cisco SPA 303 have a message-waiting-indicator LED?**

A. Yes.

Q. **Does the Cisco SPA 303 work with instant messaging applications?**

A. No.

Q. **Does the Cisco SPA 303 support syslog?**

A. Yes.

Q. **What and how many ring-tone selections does the Cisco SPA 303 support?**

A. The Cisco SPA 303 supports 10 built-in and 2 customizable ring tones. You can download the customized ring tone using the web GUI through the link http://<phone-ip-addr>/ringtone[1|2][?<url>] where <url> syntax is [[tftp|http|https]://][host[:port]]/<pathname>. TFTP, HTTP, and HTTPS are all supported.

Example:
If the IP address of the phone is 192.168.2.1, to download a ring tone "music.mid", which resides on the HTTP server 192.168.2.100, and store it as "ringtone2", use the following link on a web browser that is connected to the same LAN as the phone: http://192.168.2.1/ringtone2?http://192.168.2.100/music.mid.

Q. **What ring-tone formats are supported?**

A. Table 1 shows the association of ring-tone suffix to ring-tone format.

Table 1. Association of Ring-Tone Suffix to Ring-Tone Format

Ring-Tone Format	Ring-Tone Suffix
G.726-32	.726

Q. **How can I upgrade the firmware?**

A. You can upgrade the firmware in one of the following ways:

- Remotely: Your Internet telephony service provider (ITSP) may upgrade your firmware remotely from an HTTP server or by using a profile for your phone. For more information about this method of upgrading your software, contact your ITSP.

- Using an image: You can download an executable .exe upgrade image from Cisco.com.

For details, please consult the Cisco SPA 303 user guide at http://www.cisco.com/go/300phones.

Q. **What is the LCD specification for the Cisco SPA 303?**

A. The monochrome screen is 3.0 inches diagonally, with a resolution of 128 x 64 pixels.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**

Printed in USA

C67-613606-00   09/10