Cisco SPA 303 3-Line IP Phone
Cisco Small Business

For
Small
Business

Basic and Affordable IP Phone for Business or Home Office

Highlights

3-line business-class IP phone

Connects directly to an Internet telephone service provider or to an IP private branch exchange (PBX)

Dual switched Ethernet ports, speakerphone, caller ID, call hold, conferencing, and more

Easy installation and highly secure remote provisioning, as well as menu-based and web-based configuration

Supports both Session Initiation Protocol (SIP) and Smart Phone Control Protocol (SPCP) with the Cisco® Unified Communications 500 Series

Figure 1.   Cisco SPA 303 3-Line IP Phone

Comprehensive Interoperability and SIP-Based Feature Set

Based on SIP, the Cisco SPA 303 3-Line IP Phone with 2-Port Switch has been tested to help ensure comprehensive interoperability with equipment from voice over IP (VoIP) infrastructure leaders, enabling service providers to quickly roll out competitive, feature-rich services to their customers.

With hundreds of features and configurable service parameters, the Cisco SPA 303 addresses the requirements of traditional business users while building on the advantages of IP telephony. Features such as easy station moves and shared line appearances (across local and geographically dispersed locations) are just some of the many advantages of the SPA 303.

The Cisco SPA 303 IP phone can also be used with productivity-enhancing features such as VoiceView Express, and Cisco XML applications when interfacing with the Cisco Unified Communications 500 Series in SPCP mode.

Carrier-Grade Security, Provisioning, and Management

The Cisco SPA 303 uses standard encryption protocols to perform highly secure remote provisioning and unobtrusive in-service software upgrades. Remote provisioning tools include detailed performance measurement and troubleshooting features, enabling network providers to deliver high-quality support to their subscribers. Remote provisioning also saves service providers the time and expense of managing, preloading, and reconfiguring customer premises equipment.

Telephony Features

Three voice lines

Pixel-based display: 128 x 64 monochrome graphical liquid crystal display (LCD)

Line status: active line indication, name and number

Menu-driven user interface

Shared line appearance*

Speakerphone

Call hold

Music on hold*

Call waiting

Caller ID name and number

Outbound caller ID blocking

Call transfer: attended and blind

Three-way call conferencing with local mixing

Multiparty conferencing via external conference bridge

Automatic redial of last calling and last called numbers

On-hook dialing

Call pickup: selective and group*

Call park and unpark*

Call swap

Call back on busy**

Call blocking: anonymous and selective

Call forwarding: unconditional, no answer, and on busy

Hot line and warm line automatic calling

Call logs (60 entries each): made, answered, and missed calls

Redial from call logs

Personal directory with auto-dial (100 entries)

Do not disturb

Digits dialed with number auto-completion

Anonymous caller blocking

Support for Uniform Resource Identifier (URI) (IP) dialing (vanity numbers)

On-hook default audio configuration (speakerphone and headset)

Multiple ring tones with selectable ring tone per line

Called number with directory name matching

Ability to call number using name: directory matching or via caller ID

Subsequent incoming calls show calling name and number

Date and time with support for intelligent daylight savings

Call duration and start time stored in call logs

Call timer

Name and identity (text) displayed at startup

Distinctive ringing based on calling and called number

10 user-downloadable ring tones

Speed dialing, eight entries

Configurable dial/numbering plan support

Intercom*

Group paging

Network Address Translation (NAT) traversal, including Serial Tunnel (STUN) support

DNS SRV and multiple A records for proxy lookup and proxy redundancy

Syslog, debug, report generation, and event logging

Support for highly secure encrypted voice communications

Built-in web server for administration and configuration with multiple security levels

Automated remote provisioning, multiple methods; up to 256 bit encryption (HTTP, HTTPS, Trivial File Transfer Protocol [TFTP])

Option to require administrator password to reset unit to factory defaults

*Feature requires support by call server.
**Feature activated via feature code.

Hardware Features

Pixel-based display: 128 x 64 monochrome LCD graphical display

Dedicated illuminated buttons for:

◦ Audio mute on/off

◦ Headset on/off

◦ Speakerphone on/off

Four-way rocking directional knob for menu navigation

Voicemail message waiting indicator light

Voicemail message retrieval button

Dedicated hold button

Settings button for access to feature, setup, and configuration menus

Volume control rocking up/down knob controls handset, headset, speaker, ringer

Standard 12-button dialing pad

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Security Features

Password-protected system, preset to factory defaults

Password-protected access to administrator and user-level features

HTTPS with factory-installed client certificate

HTTP digest: encrypted authentication via MD5 (RFC 1321)

Up to 256-bit Advanced Encryption Standard (AES) encryption

Documentation

Quick-start installation and configuration guide

User guide

Administration guide

Provisioning guide (for service providers only)

Package Contents

Cisco SPA 303 IP phone, handset, and stand

Handset cord

RJ-45 Ethernet cable

Power adapter

Quick installation guide

CD

Specifications

Table 1 gives specifications for the Cisco SPA 303 3-Line IP Phone.

Table 1. Specifications for the Cisco SPA 303 3-Line IP Phone
Note: Many features are programmable within a defined range or list of options. Please see the SPA Administration Guide for details. The target configuration profile is uploaded to the SPA 303 at the time of provisioning.

Description	Specification
Data networking	MAC address (IEEE 802.3)
	IPv4 (RFC 791)
	Address Resolution Protocol (ARP)
	DNS: A record (RFC 1706), SRV record (RFC 2782)
	Dynamic Host Configuration Protocol (DHCP) client (RFC 2131)
	Internet Control Message Protocol (ICMP) (RFC 792)
	TCP (RFC 793)
	User Datagram Protocol UDP (RFC 768)
	Real Time Protocol RTP (RFC 1889, 1890)
	Real Time Control Protocol (RTCP) (RFC 1889)
	Real Time Control Protocol – Extended Report (RTCP-XR) (RFC 3611)
	Differentiated Services (DiffServ) (RFC 2475)
	Type of service (ToS) (RFC 791, 1349)
	VLAN tagging 802.1p/Q: Layer 2 quality of service (QoS)
	Simple Network Time Protocol (SNTP) (RFC 2030)

Description	Specification
Voice gateway	SIP version 2 (RFC 3261, 3262, 3263, 3264)
	SPCP with the Cisco Unified Communications 500 Series
	SIP proxy redundancy: dynamic via DNS SRV, A records
	Re-registration with primary SIP proxy server
	SIP support in NAT networks (including STUN)
	SIPFrag (RFC 3420)
	Highly secure (encrypted) calling via Secure Real-Time Transport Protocol (SRTP)
	SIP/TLS
	Codec name assignment
	Voice algorithms:
	∘ G.711 (A-law and μ-law)
	∘ G.726 (16/24/32/40 kbps)
	∘ G.729 AB
	∘ G.722
	Dynamic payload support
	Adjustable audio frames per packet
	Dual-tone multifrequency (DTMF), in-band and out-of-band (RFC 2833) (SIP INFO)
	Flexible dial plan support with interdigit timers
	IP address/URI dialing support
	Call progress tone generation
	Jitter buffer: adaptive
	Frame loss concealment
	Voice activity detection (VAD) with silence suppression
	Attenuation/gain adjustments
	Message waiting indicator (MWI) tones
	Voicemail waiting indicator (VMWI), via NOTIFY, SUBSCRIBE
	Caller ID support (name and number)
	Third-party call control (RFC 3725)
Provisioning, administration, and maintenance	Integrated web server provides web-based administration and configuration
	Telephone keypad configuration via display menu/navigation
	Automated provisioning and upgrade via HTTPS, HTTP, TFTP
	Asynchronous notification of upgrade availability via NOTIFY
	Nonintrusive in-service upgrades
	Report generation and event logging
	Statistics transmitted in BYE message
	RTCP-XR
	Syslog and debug server records: configurable per line
Power supply	Switching type (100–240V) automatic
	DC input voltage: +5 VDC at 1.0A maximum
Physical interfaces	Two 10/100BASE-T RJ-45 Ethernet ports (IEEE 802.3)
	Handset: RJ-9 connector
	Built-in speakerphone and microphone
	Headset 2.5-mm port
Indicator lights/LED	Speakerphone on/off button with LED
	Headset on/off button with LED
	Mute button with LED
	Message waiting indicator LED
	LED test function
Dimensions (W x H x D)	8.66 x 7.80. x 1.18 in. (220 x 198 x 30 mm)
Unit weight	1.50 lb (0.68kg)
Operating temperature	32º ~ 113ºF (0º ~ 40ºC)
Storage temperature	−13º ~ 185ºF (−20º ~ 70ºC)
Operating humidity	5% to 95% noncondensing
Storage humidity	5% to 95% noncondensing

Table 2 compares the SPA 303 with other Cisco Small Business 500 Series IP Phones.

Table 2.   Cisco Small Business 500 Series IP Phones Comparison

Model	Voice Lines	Ethernet Ports	High-Resolution Graphical Display	Power over Ethernet (PoE) Support
SPA 301G	1	1	No	No
SPA 303G	3	2	Yes	No
SPA 501G	8	2	No	Yes
SPA 502G	1	2	Yes	Yes
SPA 504G	4	2	Yes	Yes
SPA 508G	8	2	Yes	Yes
SPA 509G	12	2	Yes	Yes
SPA 525G	5	2	Color	Yes

Tables 3 and 4 provide ordering information for the Cisco SPA 303 and accessories.

Table 3.   Ordering Information

Part Number	Description
SPA303-G1	Cisco SPA 303 IP Phone, North America power adapter
SPA303-G2	Cisco SPA 303 IP Phone, Europe power adapter
SPA303-G3	Cisco SPA 303 IP Phone, UK power adapter
SPA303-G4	Cisco SPA 303 IP Phone, Australia power adapter
CON-SBS-SVC1	3-year Small Business Support Service

Table 4.   Optional Accessories

Part Number	Description
MB100	Wall-mount brackets for SPA 300, SPA 500, CP 500, and SPA 900 Series

Service & Support

The Cisco Small Business Support Service provides three years affordable peace of mind coverage, to help protect your investment and derive maximum value from Cisco Small Business solution. The subscription-based service offers software updates, access to the Cisco Small Business Support Center, online chat support, and expedited hardware replacement.

Warranty

Cisco Small Business IP Phones are covered by a Cisco 1-year limited hardware warranty with return to factory replacement and a 90-day limited software warranty. In addition, Cisco offers software updates for bug fixes for the warranty term, and telephone technical support at no charge for the first 12 months following the date of purchase.

To download software updates, go to http://www.cisco.com/go/300phones.

Product warranty terms and other information applicable to Cisco products are available at http://www.cisco.com/go/warranty.

For More Information

For more information on Cisco Small Business products and solutions, visit http://www.cisco.com/smallbusiness.

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Printed in USA

C78-601648-00   07/10