



USER GUIDE

Cisco SPA302D Mobility Enhanced Cordless Handset

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Getting Started

This chapter provides an overview of your Cisco SPA302D Mobility Enhanced Cordless Handset. It contains the following sections:

- [Overview, page 1](#)
- [Understanding Your Cisco SPA302D, page 2](#)
- [Installing the Cisco SPA302D, page 9](#)
- [Locating Handsets](#)

Overview

The Cisco SPA302D Mobility Enhanced Cordless Handset is part of the Cisco Small Business voice endpoint product portfolio. The Cisco SPA302D provides wireless phone service using the DECT standard. It provides both standard and business-class phone features, such as multi-line support, conferencing, call pickup, call park, and accessing voicemail.

The Cisco SPA302D works exclusively with the Cisco SPA232D Mobility Enhanced ATA, which has an integrated DECT Base Station to provide telephone service for the handsets. The Cisco SPA232D provides telephone and fax service using a connection to the Internet and to the Public Switched Telephone Network (PSTN).

Understanding Your Cisco SPA302D

Use the following illustration and table to identify the parts of your phone.



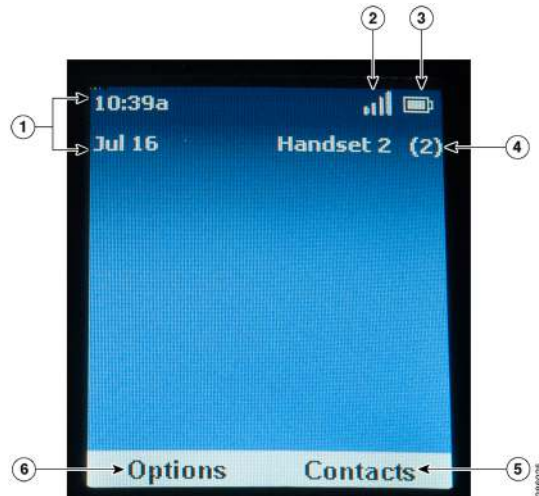
Figure 1 Cisco SPA302D Mobility Enhanced Cordless Handset Phone Components

#	Description
1	Earphone speaker.
2	Handset display.
3	Right softkey—Press the softkey to perform the action shown in the lower right of the handset display.
4	End Call button—Press the button briefly to end a call. Press the button and hold it to turn the handset on and off.
5	Dial keypad.

6	Mute button.
7	Microphone.
8	Speakerphone button—Press this button during a call to use the speakerphone.
9	Start Call button.
10	Left softkey—Press the softkey to perform the action shown in the lower left corner of the handset display.
11	4-way navigation keypad—Press the arrow buttons to move up, down, left, or right through menus displayed on the handset.
12	Center Select button.
13	Headset port.
14	Speakerphone speaker.

Cisco SPA302D Display Screen

Your phone screen displays the following information:



#	Description
1	Date and time —The date and time are obtained from the Cisco SPA232D, but can be updated manually from the handset. To change the date and time, see Configuring the Date and Time, page 29 .
2	DECT signal strength —Reflects the handset registration status to the Cisco SPA232D.
3	Battery indicator —Reflects the charge level and status of the batteries.
4	Handset information —Lists the name and number assigned to the handset in the phone system.
5	Contacts —Accesses the phone contacts. See “Using Contacts” section on page 21 .

6	<p>Options—Items displayed in this menu depend on the phone state. For example, different options are displayed when a call is active than when the phone is idle.</p> <p>Options When the Handset is Idle</p> <ul style="list-style-type: none">▪ Redial—Press to dial the last number called.▪ Intercom—Press to call another Cisco SPA302D that is registered to the same Cisco SPA232D. Choose the handset from a list and press the center Select button.▪ Parked Calls—Retrieve a parked call. See “Parking a Call” on page 18.▪ Grp Pickup—Pick up a call ringing at another handset in a group of phones. See “Picking Up a Call” on page 18.▪ Pickup—Pick up a call ringing at a specified extension. See “Picking Up a Call” on page 18.▪ Keylock—Press to lock the phone. To unlock, press the center Select button, and then press the asterisk key (*). <p>Options When There is an Active Call</p> <ul style="list-style-type: none">▪ New Call—Put an active call on hold and create a new call.▪ Hold—Put a call on hold. See “Putting a Call on Hold” on page 16.▪ Transfer—Transfer the call. See “Transferring a Call” on page 17.▪ Conference—Create a conference call between you, the caller on the active call and another caller. See “Placing a Three-Way Conference Call” on page 18.
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Turning the Handset On and Off

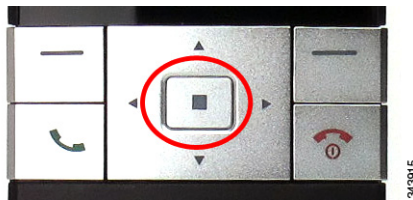
To turn the handset off and on, press and hold the **End Call** button.

NOTE Placing the handset into the cradle automatically turns the handset on, even if it has been shut off.





Navigating through the Phone Menus

From the main display screen, press the **Left** softkey to access the **Options** menu (Redial, Intercom, and Keylock). Press the **Right** softkey to access the **Contacts** menu. These buttons also provide other options such as **Cancel** and **Back**, depending on the phone menu that you are viewing.

On the Cisco SPA302 handset, press the **Select** button in the center of the 4-way navigation keypad to access additional phone functions.














The table below lists these functions and where to look for configuration information.

Icon	Name	Description
	Call History	View a list of calls placed from and received by the handset. Press the left and right arrow buttons to filter calls by Incoming, Outgoing, and Missed status. See Viewing the Call History, page 20 .
	Contacts	View lists of private and shared contacts. See Using Contacts, page 21 .
	Call Settings	Configure or view call preferences, speed dials, call forwarding, and other options. See Configuring Call Settings, page 22 .
	Settings	Register the handset, configure the network settings, choose ringtones, update the handset software, perform a factory reset, view the handset information (such as model and software version) and view and configure other options. See Configuring Phone Settings, page 26 .

Display Screen Icons

The display screen contains icons that indicate phone functions and status. The following table displays the most common phone icons:

Icon	Name	Description
	Active call	A call is in progress.
	Call forwarding	Call forwarding is configured on the phone. See Configuring Call Forwarding, page 24 .
	Conference call	A conference call is in progress. See Placing a Three-Way Conference Call, page 18 .
	Do Not Disturb	Incoming calls do not reach your handset because the phone has been set to Do Not Disturb. See Configuring Do Not Disturb, Call Waiting, and Call Blocking, page 22 .
	Hold	A call is on hold. See Putting a Call on Hold, page 16 .
	Incoming call	A call is coming in to the phone.
	Missed call	An incoming call was not answered. See Managing Missed Calls, page 19 .
	Mute	The phone speaker is muted. Appears during an active call. See Adjusting Handset Volume and Muting, page 15 .

	Speaker	The speakerphone is turned on.
	Voicemail	You have new voicemail.
	Recovery Software Notification	<p>When this icon appears in the center of the display screen, it indicates that the handset has loaded the recovery software image. This event can occur when, for example, the software image on the Cisco SPA302D has been corrupted.</p> <p>If this notification appears, download and reinstall the latest software on the handset. See Upgrading the Handset Software, page 30.</p>

Entering Numbers and Text in Fields

Some fields on the Cisco SPA302D require you to enter numbers and text by using the keypad. In general, the following guidelines apply:

- Use the keypad to enter numbers and characters, pressing the key multiple times to select the correct number or letter.
- Press the number key multiple times to move to a different letter under that number. (For example, to enter “Mary,” you would press **6** five times rapidly and then pause (for **M**); press **2** and then pause (for **a**), press **7** three times rapidly (for **r**), and then press **9** three times rapidly (for **y**).
- Press the **Right** softkey (**Delete**) to backspace and delete the last character, or cancel data entry.
- Press the **Left** softkey to save entered data.
- Press the arrow buttons on the keypad to move between fields.

Available characters are shown in the following table:

Key	Character Set
1	1 / : \ , ! ; \$ ^
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqr7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < "
*	. @ * & % [] _
#	# + - = () { }

Installing the Cisco SPA302D

Before using the Cisco SPA302D, you must do the following:

1. Install and configure the Cisco SPA232D Mobility Enhanced ATA. See the *Cisco SPA232D Quick Start Guide* and *User Guide* for more information.
2. Insert batteries into the Cisco SPA302D and charge for a minimum of 10 hours. See [Charging the Handset, page 10](#).
3. Register the Cisco SPA302D handset to the Cisco SPA232D. See [Registering the Handset to the Cisco SPA232D Mobility Enhanced ATA, page 11](#).

Charging the Handset

- STEP 1** Remove the back cover of the handset.
- STEP 2** Insert the two AAA rechargeable batteries (included) into the handset. Correct battery placement is shown on the label inside the battery compartment. If the batteries are charged, the handset turns on when the batteries are inserted. If the batteries are not charged, the handset turns on when it is placed into the charging cradle.



CAUTION Use only size AAA Ni-MH 800 mAh (1.2V) rechargeable batteries in the Cisco SPA302D handset.

- STEP 3** Remove the protective film from the handset and charging cradle.
- STEP 4** Insert the power clip into the power adapter.
- STEP 5** Insert the power adapter into the power source.
- STEP 6** Connect the power adapter to the charging cradle in the port shown below.



CAUTION Only use the power adapter designed for use with Cisco SPA300 Series devices.



- STEP 7** Place the handset into the charging cradle. The light on the charging cradle appears solid green when the handset is charging. Charge the handset for a minimum of 10 hours before using the handset for the first time to ensure that the handset is fully charged.

Registering the Handset to the Cisco SPA232D Mobility Enhanced ATA

- STEP 1** Install and configure the Cisco SPA232D. See the *Cisco SPA232D Quick Start Guide* for more information.
- STEP 2** On the Cisco SPA302 handset, press the **Select** button in the center of the 4-way navigation keypad.
- STEP 3** Using the navigation arrow buttons, scroll to the **Settings** icon and press the center **Select** button to select it.
- STEP 4** Select **Handset Registration**.
- STEP 5** Select **Register**.
- STEP 6** On the Cisco SPA232D, press the **Page/Registration** button and hold it down for at least seven seconds until the green status light flashes quickly.



- TIP** If you press the button for fewer than seven seconds, the green status light flashes slowly, indicating the unit is in “paging” mode and is not in registration mode. Registration will not work if the unit is in paging mode.
-

-
- STEP 7** Enter the PIN code (available from your phone system administrator). By default, there is no PIN code. Press the **Left** softkey to confirm that you want to register the handset. The “registering” message appears.

To verify that the handset registered to the base station, confirm that the DECT signal strength icon is solid (not flashing) and that the handset ID, such as Handset 1 (or Handset 2), appears near the top right corner of the display screen.

Deregistering the Handset

To remove the association between the Cisco SPA302D handset and the Cisco SPA232D base station, you must deregister the handset.

- STEP 1** On the Cisco SPA302 handset, press the **Select** button in the center of the 4-way navigation keypad.
- STEP 2** Using the navigation arrow buttons, scroll to the **Settings** icon and press the center **Select** button to select it.
- STEP 3** Select **Handset Registration**.
- STEP 4** Select **Deregister**.
- STEP 5** Enter the PIN code (available from your phone system administrator). By default, there is no PIN code; however, a PIN code may be set by your administrator to prevent inadvertent deregistration of another handset. Press the **Left** softkey to confirm.
- STEP 6** A list of all handsets registered to the Cisco SPA232D appears. Choose your handset from the list and press the center **Select** button. (Be sure to choose the correct handset.)
-

Locating Handsets

To locate handsets that may have been misplaced, you can have all handsets registered to the Cisco SPA232D receive a ringing “locator call.” To page all handsets, on the Cisco SPA232D, briefly press the **Page/Registration** button until the green status light flashes slowly.

A “handset locator” message displays on the ringing handsets. Press the **Start Call** or **End Call** button to stop the ringing.

NOTE If the handset ringer is turned off, the handset locator call does not ring.

Using Your Cisco SPA302D

This chapter describes how to use your Cisco SPA302D. It includes the following sections:

- **Placing a Call, page 15**
- **Adjusting Handset Volume and Muting, page 15**
- **Answering or Ignoring a Call, page 16**
- **Putting a Call on Hold, page 16**
- **Ending a Call, page 16**
- **Using Call Waiting, page 16**
- **Transferring a Call, page 17**
- **Redialing a Call, page 17**
- **Placing a Three-Way Conference Call, page 18**
- **Picking Up a Call, page 18**
- **Parking a Call, page 18**
- **Managing Missed Calls, page 19**
- **Using the Intercom Feature, page 20**
- **Viewing the Call History, page 20**
- **Using Contacts, page 21**
- **Configuring Call Settings, page 22**
- **Configuring Phone Settings, page 26**
- **Advanced Handset Configuration Options, page 32**
- **Troubleshooting the Cisco SPA302D, page 33**

Placing a Call

To place a call, do one of the following tasks:

- Enter the number on the keypad and press the green **Start Call** button.
- To use the speakerphone, enter the number on the keypad and press the **Speakerphone** button.

NOTE Depending on your phone system or dial plan configuration, you may have to enter a digit, such as 9, before entering the number to place an external call.

Adjusting Handset Volume and Muting

To adjust the audio volume during a call:

- Press the Right Arrow button on the 4-way navigation keypad to increase the volume.
- Press the Left Arrow button to decrease the volume.

To adjust the ringtone volume when a call is not in progress:

- Press the Right Arrow button to increase the volume.
- Press the Left Arrow button to decrease the volume.

To turn off the ringer, continue to press the Left Arrow button until the message on the display and the **ringer off** icon indicate that the ringer is turned off.

To mute the handset microphone, press the **Mute** button on the handset. The mute icon appears at the top of the handset display.

Answering or Ignoring a Call

To answer an incoming call, do one of the following tasks:

- Press the **Start Call** button.
- Press the **Left** softkey to select **Answer**.
- Press the **Speakerphone** button to answer with the speakerphone.

To decline to answer a call, press the **Right** softkey to select **Ignore**.

Putting a Call on Hold

To put a call on hold, press the **Left** softkey to select **Options**. Scroll to **Hold** and press the center **Select** button. The **Hold** icon and on-screen message indicates a call is on hold.

To resume the call, press the **Left** softkey to select **Options**. Scroll to **Resume** and press the center **Select** button. The **Active Call** icon indicates the call is active again.

Ending a Call

To end a call, do one of the following tasks:

- Press the red **End Call** button.
- Press the **Right** softkey to select **End Call**.

Using Call Waiting

If Call Waiting is enabled, while on a call, a beep tone will alert you of a second incoming call.

To answer the call, press the **Left** softkey to select **Answer** and put the first call on hold. To ignore the call, press the **Right** softkey to select **Ignore**.

To return to the first call, do one of the following tasks:

- Press the **Right** softkey to select **End Call** to end the active call and return to the call on hold.
- Press the **Left** softkey to select **Options** and choose **Swap** to place the current call on hold and return to the first call. The active call is shown at the top of the screen and is indicated by the **active call** icon.

Transferring a Call

To transfer a call:

-
- STEP 1** Press the **Left** softkey to select **Options**.
 - STEP 2** Scroll to **Transfer** and press the **Select** button.
 - STEP 3** Enter the number to which to transfer. The Cisco SPA302D automatically dials the number.
 - STEP 4** You can transfer before the called number answers, or you can wait to speak to the called number. To transfer, press the **Left** softkey to select **Options**, scroll to **Transfer**, and then press the **Left** softkey button.
-

Redialing a Call

To redial the last number called, press the **Left** softkey to select **Options**. Select **Redial**.

Placing a Three-Way Conference Call

You can create a conference call between you, the caller on an active call with you, and a third party. To create a conference call:

-
- STEP 1** Press the **Options** softkey during an active call. The first call is placed on hold, a second line is opened, and you hear a tone. Enter the second telephone number on the keypad. The number is automatically dialed.
 - STEP 2** When the second party answers, press the **Options** softkey and choose **Conference**. The three calls are connected and the display screen shows that a conference call is in progress. When you hang up, the conference call is ended for all parties.
-

Picking Up a Call

You can pick up a call that is ringing at another extension. Depending on the way your telephone network is configured, you can pick up a call in the following ways:

- Pick up a call that is ringing at a handset in your group by pressing the **Options** softkey and selecting **Grp Pickup**. The phone displays any handsets in the group that have ringing calls. Choose the call to pick up and press the center **Select** button.
- Pick up a call that is ringing at specific extension by pressing the **Options** softkey and selecting **Pickup**. Enter the handset number where the call you want to pickup is ringing and press the **Start Call** button.

Parking a Call

You can park a call on a designated line (“parking lot”) so that another person in your office can retrieve the call. The call is active until it is unparked or the caller hangs up.

To park a call:

-
- STEP 1** While on an active call, press the **Options** softkey.
 - STEP 2** Select **Park**.
 - STEP 3** In the **Lot Number** field, enter a number to identify the park line and press the **Confirm** softkey. The lot number does not correspond to a physical phone extension number; you can pick any easily remembered number (for example, 100). The call is then parked on that line, and the caller hears music-on-hold or messages.
-

To unpark a call from another Cisco SPA302D:

-
- STEP 1** From the main display, press the **Options** softkey.
 - STEP 2** Select **Parked Calls**. A list of parked calls is displayed.
 - STEP 3** Scroll to choose the call you want to unpark and press the center **Select** button. The call is picked up on your phone.
-

Managing Missed Calls

A message appears on the display screen notifying you if a call is not answered. Pressing any button on the handset clears this message from the screen.

NOTE The missed call notification cannot be turned off, only cleared after the notification appears.

To view and return a missed call, press the Up Arrow button to display the Call History, or press the center **Select** button and select **Call History**. Select the missed call you want to return and press the **Start Call** button. For more information on options in the Call History menu, see [“Viewing the Call History” on page 20](#).

Using the Intercom Feature

The intercom feature allows you to directly dial another handset that is registered to the same Cisco SPA232D. To use the intercom feature, press the **Options** softkey and choose **Intercom**. Choose the handset you want to call from the list and press the center **Select** button. The handset you have selected receives the call from your handset, and can answer the call or ignore the call.

Viewing the Call History

You can view a list of calls placed from and received on your handset. To view the call history:

STEP 1 Press the center **Select** button.

STEP 2 Select **Call History**. A list of calls is shown. Scroll to the call you want to view and do one of the following actions:

- Press the **Center** select button to see more information about the call.
 - Press the **Start Call** button to call the number.
 - Press the **Options** softkey to perform one of the following actions:
 - **Send to Contacts**—Adds the number to your list of private contacts. If desired, edit the name in the **Name** field and choose a ringtone for the contact. Press **Save** to save the new contact.
 - **Clear Entry**—Deletes the call from the call history. Press **Confirm** to delete.
 - **Clear List**—Deletes all calls from the call history. Press **Confirm** to clear the list.
 - **Edit Dial**—Retrieves the number from the call history and opens the dialer window, so that the number can be edited before dialing (for example, to add a steering digit to reach an outside line). Press the Right and Left Arrow buttons to move the cursor in the number field and the **Back** softkey to delete characters.
-

Using Contacts

You can store private and shared contacts on your handset. Private contacts are specific to each handset. Shared contacts are available on all handsets registered to the Cisco SPA232D. When a shared contact is entered from a handset, the contact is made available to all handsets registered to the same base station.

You can configure up to 100 private contacts and 50 shared contacts on the Cisco SPA302D.

To configure contacts:

-
- STEP 1** Press the center **Select** button.
 - STEP 2** Choose **Contacts**.
 - STEP 3** Choose **Private** (contacts are stored only on this handset) or **Shared** (contacts are shared and stored among all handsets registered to the same Cisco SPA232D).
 - STEP 4** Press the **Options** softkey to perform one of the following actions:
 - **Add New**—Add a new contact. Enter the name and number, and then press the **Save** softkey. Names and numbers have a 32-character limit.
 - **Edit Dial**—Retrieves the number from the Contacts list and opens the dialer window, so that the number can be edited before dialing (for example, to add a steering digit to reach an outside line). Press the Right and Left Arrow buttons to move the cursor in the number field and the **Back** softkey to delete characters.
 - **Edit**—Edit the name and number of the contact. You can also assign a ringtone for the contact. Press **Save** to save your changes.
 - **Delete**—Deletes the selected contact. Press **Confirm** to delete.
 - **Delete All**—Deletes all contacts. Press **Confirm** to delete all contacts.
-

Configuring Call Settings

The **Call Settings** menu allows you to configure the following options for your phone:

- Call Preferences, such as Do Not Disturb or Call Waiting
- Speed Dials
- Call Forwarding
- Outgoing Default Line
- Line Status

NOTE Depending on how your handset is configured (connected to the IP network or the PSTN), all options and preferences described in this guide may not be available on your handset. Contact your phone system administrator if you have questions about which options or preferences are enabled.

Accessing the Call Settings Menu

To reach the **Call Settings** menu, press the center **Select** button, scroll to **Call Settings**, and press the center **Select** button again.

In the **Call Settings** menu, press the Up and Down Arrow buttons to select the settings you want to change and press the **Select** button. Available configuration options are described in the following sections.

Configuring Do Not Disturb, Call Waiting, and Call Blocking

You can configure call preferences, such as Do Not Disturb and Call Waiting, by accessing the following options:

- **Do Not Disturb**—Incoming calls do not reach your handset. (They will not display in the Received Calls list.)
- **Call Waiting**—If call waiting is enabled, while on a call, a beep tone will alert you of a second incoming call.
- **Block Caller ID**—Prevents your Caller ID information from being sent when placing a call.
- **Block Anonym Call**—Blocks incoming calls to your handset from callers who have blocked their Caller ID.

To configure these features:

- STEP 1** Press the center **Select** button to view the available preferences.
 - STEP 2** Scroll to **Call Settings** and press the center **Select** button again.
 - STEP 3** Press the center **Select** button to choose **Call Preferences**.
 - STEP 4** Press the Up or Down Arrow button to scroll to the setting you want to configure.
 - STEP 5** Press the Right and Left Arrow buttons to turn the feature on or off.
 - STEP 6** Press the **Left** softkey (**Save**), or the center **Select** button to save your changes.
-

Configuring and Using Speed Dials

You can configure up to 9 speed dials (numbers 2 through 9 and 0) on your handset. A speed dial number can be configured by pressing and holding an unassigned number on the keypad, or by using the Call Settings menu on the handset.

Creating Speed Dials

To create a speed dial by choosing an unassigned number on the phone keypad:

- STEP 1** Press and hold the number (2 through 9 or 0). When the message appears asking you to confirm the speed dial entry, press the Left softkey to Confirm.
 - STEP 2** Perform one of the following actions:
 - Press the **Left** softkey to choose **Contacts** to add a speed dial from the private Contacts list. Select the contact and press the center **Select** button.
 - Use the keypad to enter the speed dial name. Press the Down Arrow button to reach the number field and use the keypad to enter the number. Be sure to enter any steering digits, access codes, or area codes needed.
 - STEP 3** Press the center **Select** button to save the speed dial and return to the main display screen.
-

To create a speed dial from the handset menu:

-
- STEP 1** Press the center **Select** button to view the available preferences.
 - STEP 2** Scroll to **Call Settings** and press the **Select** button again.
 - STEP 3** Select **Speed Dial**.
 - STEP 4** Press the Up and Down Arrow buttons to move to the speed dial slot that you want to configure. Press **Options**, and then select **Edit**.
 - STEP 5** Perform one of the following actions:
 - Press the **Left** softkey to choose **Contacts** to add a speed dial from the private Contacts list. Select the contact and press the center **Select** button.
 - Use the keypad to enter the speed dial name. Press the Down Arrow button to reach the number field and use the keypad to enter the number. Be sure to enter any steering digits, access codes, or area codes needed.
 - STEP 6** Press the center **Select** button to save the speed dial and return to the list of speed dials.
-

Managing Speed Dials

From the **Speed Dial** menu, press **Options**. You can do the following:

- **Edit**—Edit the selected speed dial.
- **Clear Entry**—Delete the selected speed dial.
- **Clear List**—Delete all speed dials.

Using Speed Dials

To use a speed dial, press the asterisk key (*), press the number of the speed dial, and then press the **Start Call** button.

Configuring Call Forwarding

You can forward all calls to another phone number, forward calls when your phone is busy, or forward calls to another phone number when there is no answer at your phone.

To configure call forwarding:

-
- STEP 1** Press the center **Select** button to view the available preferences.
 - STEP 2** Scroll to **Call Settings** and press the center **Select** button again.
 - STEP 3** Scroll to **Call Forwarding** and press the center **Select** button.
 - STEP 4** In one or more of the fields, enter the number to which you want to forward calls. You can forward calls to a voice mailbox, another extension, or an outside line. If forwarding calls to an outside line, be sure to enter any steering digits, access codes, or area codes required to complete the call. Press the **Delete** key to backspace.
 - **Forward All Dest**—Forwards all incoming calls to the destination of the entered number.
 - **Forward Busy Dest**—Forwards incoming calls to the destination of the entered number when your phone is busy.
 - **Forward No Ans Dest**—Forwards incoming calls to the destination of the entered number when you do not answer the phone.
 - STEP 5** Press **Save**.
-

Choosing the Default Outgoing Line

You can configure the outgoing line for calls made from the Cisco SPA302D. For example, you can select one of the ten DECT Lines or the PSTN (phone) line as the outgoing line. The default outgoing line is the first line chosen when an outgoing call is made from the Cisco SPA302D.

To choose the default outgoing line:

-
- STEP 1** Press the center **Select** button to view the available preferences.
 - STEP 2** Scroll to **Call Settings** and press the **Select** button again.
 - STEP 3** Select **Outgoing Default Line**.
 - STEP 4** Choose the line you want to set as the default and press the **Select** softkey.

NOTE You can choose the outgoing line on a per-call basis by pressing and holding the **Start Call** button. A list of lines that can be selected for an outgoing call appears.

Viewing the Line Status

You can view the status of all DECT Lines and the PSTN line by doing the following:

-
- STEP 1** Press the center **Select** button to view the available preferences.
- STEP 2** Scroll to **Call Settings** and press the center **Select** button again.
- STEP 3** Select **Line Status**. The lines and status are displayed:
- **Not Ready**—The SIP line is not registered.
 - **Ready**—The SIP line is registered.
 - **In Use**—The SIP line is in on a call.
 - **Busy**—The maximum number of calls in use for a SIP line has been reached.
-

Configuring Phone Settings

To reach the **Settings** menu, press the center **Select** button, scroll to **Settings**, and press the **Select** button again.

In the **Settings** menu, press the arrow buttons to select the settings you want to change and press the **Select** button. You can perform the following tasks or configure the following options from the **Settings** menu:

- Handset Registration—See “[Registering the Handset to the Cisco SPA232D Mobility Enhanced ATA](#)” section on page 11.
- Network Settings
- SIP Settings
- Ringtones
- Tones
- Backlight Settings

- Date and Time
- Handset Settings
- Update Software
- Factory Reset
- Phone Info

Configuring Network Settings

You can enter or modify the network settings on your handset. These settings indicate the method that your handset and base station use to connect to the Internet.

NOTE You should only change this setting if advised to do so by your phone system administrator.

-
- STEP 1** From the **Settings** menu, choose **Network Settings**.
- STEP 2** Enter the PIN code (available from your phone system administrator). By default, there is no PIN code. Press **Confirm**.
- STEP 3** Press the Right and Left arrow buttons on the navigation keypad to scroll through the available network settings and press **Confirm** to change the selected setting. You can choose from the following settings:
- **DHCP** (most common)—The Cisco SPA302D and the Cisco SPA232D receive an IP address from the DHCP server on your network (typically, the router or switch to which your hardware is connected).
 - **Static IP**—Choose this setting if you need the Cisco SPA302D to have an assigned IP address that does not change. Enter the IP address, subnet mask, gateway address and DNS server addresses.
 - **PPPoE**—Choose this setting if you have a Point-to-Point Protocol over Ethernet connection to the Internet. Enter your username, password, and service information for your Internet connection.
- STEP 4** Press **Confirm** to save your changes.
-

SIP Settings

You can enter or modify the settings for your Session Initiation Protocol (SIP) connection, which is the Voice over IP (VoIP) connection to the Internet.

NOTE You should only change this setting if advised to do so by your phone system administrator. Only DECT Line 1 is configurable from the Cisco SPA302D handset. Additional DECT Lines for VoIP are configurable by an administrator on the Cisco SPA232D.

-
- STEP 1** From the **Settings** menu, choose **SIP Setting**.
- STEP 2** Enter the PIN code (available from your phone system administrator). By default, there is no PIN code. Press **Confirm**.
- STEP 3** Press the Up and Down Arrow buttons on the navigation keypad to scroll through the following fields:
- **Display Name**—Identifier of DECT Line 1.
 - **User Name**—SIP User Name of VoIP account.
 - **Password**—SIP password of VoIP account.
 - **Proxy**—The SIP proxy IP address of the VoIP service provider.
 - **Authen ID**—An ID used by some VoIP service providers to authenticate login information. Your phone system administrator can provide this information if necessary.
- STEP 4** Press **Confirm** to save your settings.
-

Changing Your Ringtone

To change your handset ringtone:

-
- STEP 1** From the **Settings** menu, choose **Ringtones**.
- STEP 2** Press the Up and Down Arrow buttons to select a ringtone. The ringtone plays.
- STEP 3** Press **Save** to save the selected ringtone as the ringtone for your handset.
-

Configuring Keypad and Call Park Tones

You can configure a tone to play when keys on the handset are pressed or when a phone call is parked. To configure tones:

-
- STEP 1** From the **Settings** menu, choose **Tones**.
 - STEP 2** Press the Up and Down Arrow buttons to select the tone setting that you want to change. Press the Right and Left arrow buttons to turn the tone on or off.
 - STEP 3** Press **Save** to save your changes.
-

Configuring the Backlight Timeout Setting

You can configure the amount of time that the handset display screen remains lit before it is turned off to conserve battery power. To configure the timeout setting:

-
- STEP 1** From the **Settings** menu, choose **Backlight Settings**.
 - STEP 2** Press the Right and Left Arrow buttons to choose from 15, 30, or 60 seconds.
 - STEP 3** Press **Save**.
-

Configuring the Date and Time

The handset date and time is synchronized with the Cisco SPA232D. You can also enter the date and time manually from the handset. To configure the date and time from the handset:

-
- STEP 1** From the **Settings** menu, choose **Date/time**.
 - STEP 2** Press the Up and Down Arrow buttons to select the field you want to change (for example, hour and minute). Press the Right and Left Arrow buttons to change the values in the field.
 - STEP 3** Press **Save**.
-

Changing Handset Settings

A unique handset name can be defined which is reflected in the upper right corner of the display. The handset name is used to identify the SPA302D with the Intercom and handset deregistration.

To change the handset name, display language, and input language:

-
- STEP 1** From the **Settings** menu, choose **Handset Settings**.
 - STEP 2** Press the Up and Down Arrow buttons to select the field you want to change. Press the Right and Left Arrow buttons to change the values in the field.
 - STEP 3** Press **Save**.
-

Upgrading the Handset Software

To upgrade the handset software, you must first upgrade the software on the Cisco SPA232D. For more information on upgrading the software on the base station, see the *Cisco SPA232D Mobility Enhanced Phone Adapter Administration Guide*.

After upgrading the software on the Cisco SPA232D, you can then download the new software to the handset and upgrade the handset software.

Software upgrades are performed “over the air” and the Cisco SPA232D does not have an external interface requiring a physical connection to another device.

To upgrade the software:

-
- STEP 1** From the **Settings** menu, choose **Update Software**.
 - STEP 2** At the **Check for software update** prompt, press **Confirm**.
 - STEP 3** Within a moment, the handset displays the current version of software on the handset and the latest software version available from the Cisco SPA232D. Press the **Select** softkey.

STEP 4 Place the handset in the charging cradle.



CAUTION Do not remove the handset from the charging cradle during the upgrade. Do not power off the handset, charging cradle, or base station, or otherwise interrupt the upgrade process.

STEP 5 The handset erases the flash memory, downloads the new software, and verifies the upgrade data. After the upgrade, a message appears indicating the status of the upgrade (for example, if the upgrade succeeded). Press **Reset** to reboot the handset.

NOTE If the upgrade fails, press **Reset** to reboot the handset. Check the status lights on the Cisco SPA232D to make sure the unit is powered on and functioning. Repeat the upgrade. If the upgrade continues to fail, contact your phone system administrator.

Performing a Factory Reset

NOTE Do not perform a factory reset unless advised to do so by your phone system administrator or by technical support.

Performing a factory reset removes all of the information from your handset (for example, contacts, speed dials, and call records) and restores it to the original factory software state. The Cisco SPA302D remains registered to the Cisco SPA232D after a factory reset, and must be manually deregistered.

To perform a factory reset:

STEP 1 From the **Settings** menu, choose **Factory Reset**.

STEP 2 When prompted to confirm the reset, press **Confirm**. The handset returns to the main display screen after the reset.

Viewing Phone Information

To view information about your handset, including the software version, hardware version, and serial number:

STEP 1 From the **Settings** menu, choose **Phone Info**.

STEP 2 Press the Up and Down Arrow buttons to scroll through the available phone information:

- **Model**—Handset model.
- **Software Version**—Version of software that is installed on the handset.
- **HID VID**—Hardware version ID.
- **PID**—Product ID.
- **SN**—Serial number of your hardware.
- **IPEI**—International Portable Equipment ID, or a unique number used to identify each DECT handset to the base station.
- **Base RFPI**—Radio Fixed Part ID, or a unique number used to identify each DECT base station to the handset.
- **IP Address**—IP address of your handset.
- **IP Mask**—Subnet mask of your handset.
- **Gateway IP**—IP address of the router providing the Internet connection to the handset and base station.
- **WAN MAC Address**—MAC (hardware) address of the handset.
- **Default outgoing line**—The outgoing line that the handset chooses first when a call is placed.
- **Incoming Lines**—Incoming lines that are configured for the handset (for example, DECT and PSTN lines).

Advanced Handset Configuration Options

You can configure some of the Cisco SPA302D handset options using the web-based configuration utility. The Cisco SPA302D does not have its own configuration utility, but is part of the configuration utility for the Cisco SPA232D. The configuration utility is best used by a VoIP service provider, the phone system administrator, or with the assistance of technical support personnel.

For more information about using the configuration utility, see the *Cisco SPA232D Mobility Enhanced Phone Adapter Administration Guide*.

Troubleshooting the Cisco SPA302D

Advanced troubleshooting is performed by phone system administrators and is not covered in this document. However, some common problems and solutions are described below.

No Network Message

If a “No Network” message is displayed on the phone screen, the WAN interface of Cisco SPA232D is not connected to the network. This means that the Cisco SPA232D cannot connect to the Internet and some functions are unavailable. Try the following actions:

1. Make sure the Internet connection is active.
2. Check the cable connecting the WAN interface of the Cisco SPA232D to the Internet source (for example, the cable modem) to make sure it is functional.
3. Reboot the Cisco SPA232D.

Unresponsive Handset

If the handset is unresponsive after a few moments, press the **End Call** button to turn the handset off. Wait a few moments and then press the **End Call** button again to turn the handset back on. If the handset is still unresponsive, remove the batteries for a few moments to “reboot” the handset, and then replace the batteries.

NOTE There is no “hard reset” button on the handset.



Where to Go From Here

Cisco provides a wide range of resources to help you obtain the full benefits of your Cisco SPA302D Mobility Enhanced Cordless Handset.

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Online Technical Support and Documentation (Login Required)	www.cisco.com/support
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Downloads and Documentation	
Firmware	www.cisco.com/go/software
Cisco Small Business Voice Gateways Documentation	www.cisco.com/go/smallbizvoicegateways
Cisco Small Business SPA300 Series Phones	www.cisco.com/go/300phones
Open Source Documentation	Follow the Release Notes link at www.cisco.com/go/smallbizvoicegateways
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb