

## Cisco Small Business Unified Communications 300 Series



### Affordable Unified Communications for Small Business

Small businesses no longer need to compromise on voice quality or features for unified communications. With a Cisco® Small Business solution, they can have the quality, peace of mind, and investment protection of a business-class solution at an affordable price.

For small businesses with up to 24 phones per location, the Cisco Small Business Unified Communications 300 Series, model 320W, is a complete unified communications system that delivers more—integrated voice and data plus additional features designed and built just for small business. As a part of the Cisco Small Business product family, this easy-to-use solution delivers advanced features to better connect employees and serve customers, all on a highly secure Cisco network.

### Product Overview

The Cisco Unified Communications 320W (Figure 1) includes:

- Support for up to 24 phones
- Voicemail and automated attendant
- Voicemail to email notification
- Integrated 802.11n wireless access point for voice and data, so that employees can connect to the network while away from their desks
- IP-based telephony supporting the Cisco SPA 300 and SPA 500 Series IP Phones
- Interoperability with up to 12 public switched telephone network (PSTN) analog lines (FXO)
- Session Initiation Protocol (SIP) trunking support with an industry-leading voice SIP stack to deliver clear, high-quality voice services
- 4-port Gigabit Ethernet (1000 Mbps) switch with VLAN support, to connect devices or expand
- Gigabit Ethernet WAN port that can be designated as the network edge
- Simple-to-use web-based configuration utility for easy deployment

**Figure 1.** Cisco Unified Communications 320W



## Features and Benefits

The Cisco Unified Communications 320W provides an easy-to-use solution for your small business network.

- **Low cost:** Value-based IP telephony design helps save small businesses money. Customers can choose Cisco SPA300 or SPA500 IP phones or use analog phones for locations where Ethernet cabling is not available.
- **SIP trunking:** Use of SIP trunks helps reduce monthly charges by providing an alternative to traditional phone lines.
- **Compact size:** Designed for small office spaces, the Cisco Unified Communications 320W can be installed as a desktop unit or mounted on a wall.
- **Comprehensive feature set:** Innovative key system and small private branch exchange (PBX) capabilities are available with easy-to-use Cisco SPA 300 and SPA 500 Series IP Phones, helping improve productivity.
- **Easy installation and changes:** Web-based configuration utility uses a setup wizard for quick deployment and easy changes.
- **Investment protection:** Businesses that are growing rapidly can use most components of the solution with other Cisco Unified Communications solutions, providing industry-leading investment protection.
- **Peace of mind:** Cisco Unified Communications solutions deliver the solid reliability you expect from Cisco. All solution components have been rigorously tested to help ensure easy setup, interoperability, and performance.

## Voice Hardware and Software Capabilities

The Cisco Unified Communications 320W is an IP-based SIP solution that can be deployed in new locations or can replace aging voice solutions with up to 24 phones. Each small business is unique, and a telephony solution has to be able to handle different deployment types to match the business's requirements. The Cisco Unified Communications 320W offers small business customers a wide range of phone types and deployment modes to meet their needs.

The Cisco SPA 300 and SPA 500 Series IP Phones with intelligent soft keys provide users with easy access to powerful calling features normally found in much more expensive solutions.

Table 1 provides key product capabilities for the Cisco Unified Communications 320W.

See the Cisco Unified Communications 300 Series Feature Description Guide for complete list of features and specifications.

**Table 1.** Product Capabilities

Feature	Description
<b>Voice</b>	<p>Support for up to 24 phones (maximum 9 analog phones/fax lines)</p> <p>4 built-in PSTN line (FXO) ports. Can be used with up to 2 Cisco SPA8800 IP Telephony Gateways, for a maximum of 12 FXO trunks</p> <p>SIP trunks: Maximum of 12 active trunk calls (line and SIP)</p> <p>1 analog phone or fax (FXS) with lifeline (FXS-FXO failover). Can be used with up to 2 Cisco SPA8800 IP Telephony Gateways for up to 8 additional analog phone ports</p> <p>Includes voicemail and automated attendant, including voicemail to email notification</p> <p>Can be deployed in a PBX or key telephone system with shared lines</p> <p>Dedicated music on hold and external paging ports</p> <p>Licensed for 24 users</p> <p>Works with Cisco SPA 300 and SPA 500 Series IP Phones using SIP</p>

Feature	Description
<b>Data</b>	4 10/100/1000 Mbps LAN ports (no Power over Ethernet) Ability to easily connect Cisco ESW 500 Series Switches for expansion Built-in Wireless-B/G/N access point with 2 Service Set Identifiers (SSIDs) Dual VLAN 1 10/100/1000 Mbps WAN Ethernet port 2 expansion USB ports (future use)
<b>Environmental</b>	
<b>Dimensions W x H x D</b>	6.69 x 1.69 x 8.66 in. (170 x 43 x 220 mm)
<b>Unit weight</b>	2.08 lb 0.943 kg
<b>Power</b>	Switching type (100 to 240V) automatic DC input voltage: 12V DC at 3.0A max Power adapter: 100 to 240V, 50 to 60 Hz AC input
<b>Certifications</b>	CE mark, FCC Part 15 (CFR 47) Class A, Australia, New Zealand, and Hong Kong

### Cisco Small Business Support Service for the Cisco Unified Communications 300 Series

The Cisco Small Business Support Service provides “peace of mind” coverage at an affordable price, and helps you get the most value from your Cisco Small Business solution. This device-level, subscription-based service includes software upgrades and updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement as necessary. It also provides community-based support to enable small businesses to share knowledge and collaborate using online forums and wikis to help boost business efficiency, identify and reduce risks, and serve customers better.