Polycom 331/350 Cheatsheet

Overview

Within this space includes some of the most commonly used functions of the Polycom 331/350 SIP phone. Each of the tables represents a set of functions that will be available to you depending on your role within your organization as explained below:

- **General Phone Functions** - Applies to anyone who is using a Polycom 331/350 phone.
- **Extended Agent Functions** - Applies to those running a call center Intellasoft setup, these functions are specific to Agents. The **General Phone Functions** also apply.
- **Extended Supervisor Functions** - Applies to those running a call center Intellasoft setup, these functions are specific to those in a Supervisory role. The **Extended Agent Functions and General Phone Functions** also apply.

General Phone Functions

Agent	Instruction
Emergency	Dial 9 – 911
Outside Calls - Local	Dial 9 + (7) Digit Local Number
Outside Calls – Long Distance	Dial 9 + (10) Digit Long Distance Number
Call Hold Retrieval To Another Phone	Phone One: Place Call on Hold Phone Two: Dial * + PhoneOneExtension where call is holding
Transfer Call	• Have a current call active • Press Tnsfr Button • Dial Number • Optionally, wait for dialed number to answer and announce transferred call • Press Trnsfr Button again to complete the transfer

Agent	Instruction
Conference Call – Method 1	• Have a current call active • Press Conf Button • Dial Number • Optionally, wait for dialed number to answer and announce conferenced call • Press Conf button again to connect all parties
Conference Call – Method 2	• Place call on Line 1 • Place call on Line 2 • Press Join button • You may need to press the More button to see this option
Conference Call – Split Calls	• Press Split Button • Individual calls will be split to different Line buttons
Arrow Up Arrow Down Arrow Left Arrow Right	• Press ⇧ button – Favorites • Press ⇩ button – Call lists (shows missed calls) • Press ⇦ button – Received calls • Press ⇨ button – Placed calls • Press ⇨ twice from home screen to redial last # dialer

Extended Agent Functions

Agent	Instruction
Agent Login	• Press the In/Out button on the phone. • You may need to press the More button to see this option • Enter agent number on the phone when prompted • Press the Enter Button

Agent	Instruction
Agent Pause	• Press the Pse button on the phone. • You may need to press the More button to see this option • Input pause reason code on the phone when prompted. • Or, optionally do not enter a pause reason • Press the Enter Button • If a pause reason was not entered listen to the available pause • reasons and then enter the pause reason when prompted
Agent Logoff	• Press the In/Out soft button on the phone. • You may need to press the More button to see this option • Skip entry of the agent number. • Press the Enter Button

Extended Supervisor Functions

Agent	Action
Voicemail (Access from your extension)	• Press VM button • You may need to press the More button to see this option • Enter your pin number when prompted • If this is your first time setting up your mailbox your pin number is the same as your extension number
Voicemail (Access from other extension)	• Press VMO button • You may need to press the More button to see this option • Enter your mailbox number (extension) when prompted. • Enter your pin number when prompted If this is your first time setting up your mailbox your pin number is the same as your extension number

Agent	Action
Call Center Station Monitor	• Press MON button (Only available on Supervisor Stations) • Enter your PIN number when prompted (Same pin number as your voicemail PIN) • Enter extension number to monitor Press the # key to switch to the next call (If the extension has multiple Lines with calls) Press 8 to whisper to the Agent Press 9 to barge into the call
Day / Night	• Press DayNgt button (Only available on Supervisor Stations) • Enter your PIN number when prompted (Same pin number as your voicemail PIN) • Follow the spoken instructions for changing your current Day/Night settings

Revision #2
Created 2024-03-25 14:58:18 UTC
Updated 2024-09-02 16:50:33 UTC by Andrew Baumes