

Managing Phones & Phone Profiles

This covers the basics for configuring compatible handsets with in the BG Admin CommPortal.

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Managing Phones As Administrator

Overview

This will cover the basics in managing and configuring your Phones from the BG Admin Portal.

From the BG Admin Portal you can manage your Phones, click on Phones on the left hand side. From here you will see all your phones.



INFO: You will need to contact your Service Provider to add phones or remove phones from this list. This is done by providing the MAC addresses of the devices.

In this example this Business Group has 3 phones. The Polycom VVX 411 and Yealink T46S have been assigned to subscribers. The Snom D785 is not assigned to a subscriber. The portal allows you to provision any phone in this list to any of your subscribers without the need for contacting your Service Provider. To jump to the Provisioning section click

Phones in Department: View All

Select department

Assign to Department

Enter number...

Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department
Search for...		in any field			
<input type="checkbox"/>		00:04:13:92:3D:F7	Snom D785		None
<input type="checkbox"/>		64:16:7F:5F:24:1C	Polycom VVX 411	01132991000	None
<input type="checkbox"/>		80:5E:C0:90:6A:97	Yealink T46S	01132991002	None

here.

Phone configuration is managed by using Phone Profiles. You have two types of Phone Profiles:

- Business Group Profiles
- Subscriber Phone Profiles

Business Groups Profiles are optional, but are ideal to manage and make changes to devices across the entire Business Group without changing each individual phone profile. You would create one profile for each make and model of device. With Business Groups Profiles you can lock certain settings down to stop individuals making changes to their phone profile.

An example of using Business Group Profile would be to enable Hot Desking. This would allow for all phone in your Business Group to use Hot Desking while only need to create one Business Group profile per a device model.



INFO: Any change made to Business Groups Profiles will go to all phones that use that profile

Subscriber Phone Profiles these are created per a subscriber when that subscriber first registers on a new device. These profiles will contain the individual settings like speed dials, monitored extensions etc.

See the [Business Group Profiles](#) page and [Subscriber Phone Profile](#) for further information.

Business Group Profiles

Phone profiles are split into 2 sections Business Group Profiles and Subscriber Phone Profiles.



INFO: Adding, modifying and removing of Business Group Profiles can only be done from the BG Admin Portal.

Business Group Profiles

These are optional, but are ideal to manage and make changes to devices across the entire Business Group without changing each Subscriber phone profile. You would create one profile for each make and model of device.

An example of this would to enable Hot Desking. This would allow for all phones in your Business Group to use Hot Desking while only needing to create one Business Group Profile per a device model.

Lets say you have 15 phones in total 5 Polycom VVX 411, 5 Yealink T46S and 5 Snom D785 to enable Hot Desking this would only need 3 Business Group Profiles to be created.

You can create and manage your Business Group Profiles by going to **Phones** within the **BG Admin Portal** and clicking on **manage your phone profiles**. If you have not already created a Business Groups Profile beforehand you will see the following screen. Click on **Create new profile**.



Phone selectionforDemo Business Groupasadmin

Manage your phones

Phone list empty, add new phones below

Create new profile

Select the make and model of the phone you would like to add.

Create new profile

X

Yealink SIP-T29G



Yealink SIP-T40G



Yealink SIP-T40P



Yealink SIP-T41S



Yealink SIP-T42S



Yealink SIP-T46S



INFO: You must always select the exact model of your phone. Selecting a Yealink T42S phone profile WILL NOT Yealink T46S phone.

This will now create the default profile, this is same as the subscriber phone profile as if a subscriber had just registered that device.

Now we can make the changes that will effect all Yealink T46S devices within your Business Group. Click on **Edit**

Phone selectionforDemo Business Groupasadmin

Manage your phones



Polycom VVX 411

Edit



Yealink SIP-T46S

Edit

Create new profile

This will offer all the functionality and Soft Keys that are available for that device that you would see in the web interface of the phone. While this page does look overwhelming most settings you would not need to be changed. You will be able to search for various settings by using the Search in the right corner, depending on phone model you may be able to click on the soft keys on the phone picture, this will then take you directly to the Soft Key Settings.



Depending on phone model the options will differ.

An example of using **Business Group Profiles** would be to set a **Speed Dial** for the Office Manager for a company, once this has been saved all users that are using the Yealink T46S would have this key set.

In this example we will use **Soft Key 10** as the **Speed Dial** to the Office Manager

▼ Key10

*Soft key action	Speed Dial		Reset
Line	Line 1		
*Number	01132991000		
Label	Office Manager		

Once the changes have been saved, you must now reboot all the phones that are using this profile. In this case it would be all the Yealink T46S devices.

After the phone(s) have rebooted **Soft Key 10** will be a **Speed Dial** with the label Office Manager.



INFO: If any of the subscribers have already assigned Soft Key 10 to another function, this will be overwritten by applying the **Business Group Profile**. However, they can change this back from the End Users CommPortal. It has been locked.

To lock a setting so the end user/subscriber cannot change it, click on the Padlock icon and change **Writable by** to **Admin** and click **Apply**. Then click on **Save changes** in the lower right corner.

Edit Setting Permissions

Writable By: ?
Admin

Readable By: ?
Subscriber

Locked: ☐ ?

Apply

When the subscriber logs into their CommPortal to manage the device and they will see Soft Key 10 grey out and will be unable to change it.

▼ Key10	Office Manager
Soft key action	Speed Dial
Line ?	Line 1
Number ?	01132991000
Label	Office Manager

You can also make a setting unreadable to a subscriber, by hiding it from their view, to do this click on the Pad lock icon and change **Writable By** to **Admin** and **Readable By** to **Admin** then click **Apply**. Then click on Save changes in the lower right corner.

Edit Setting Permissions

Writable By: ?
Admin

Readable By: ?
Admin

Locked: ☐ ?

Apply

You can see from the screen shot below that Soft Key 10 is no longer visible.

▼ Key9
Soft key action
None
▼ Key11

If you have made a mistake in configuring a profile and the phones are not working as expected after been rebooted, you revert all changes by using the **Reset all to defaults** option.



Yeastar SIP-T46S - Edit settingsforDemo Business Groupasadmin

Filter settings...Clear

Programmable Keys - Soft Key

Programmable Keys - Line Key

Paging Groups

Features

Preferences

Network

Line 1

Line 2

Line 3

Line 4

Line 5

Line 6

Line 7

Line 8

Line 9

Line 10

Line 11

Line 12

Line 13

Print...Expand allImportExportReset all to defaultsDiscard changesSave changes

Click on **Reset** to Confirm. Then click on **Save changes** in the lower right corner. You must now reboot all devices using this profile.

Confirm your decision

Restoring default settings will reset all fields to their default values, including any configured sidecars. You will need to save changes to apply this reset. Any currently unsaved changes will be lost. Reset all to defaults?

Reset

Cancel



INFO: This will **NOT** reset the configuration changes the subscriber has made to his subscriber phone profile for the subscriber has added several speed dials then these will still remain after rebooting the device as they have on the **Subscriber Phone Profile** unless they have been over written by the **Business Group Profile**

Subscriber Phone Profiles

From the [BG Admin Portal](#) you can also make changes to **Subscriber Phone Profiles** directly.

From the Bg Admin portal click on **Phones** on the subscribers phone you would like to modify click on **Actions** then **Configure Phone**.

The screenshot shows the Business Group Admin Portal interface. On the left is a teal sidebar with a menu. The 'Phones' option is highlighted with a red box. The main content area has a teal header with the text 'Business Group Admin Portal' and a user name 'Henry Jackson'. Below the header, there's a section 'Phones in Department:' with a 'View All' dropdown. There are two rows of buttons: 'Select department' and 'Assign to Department' in the first row, and 'Enter number...' and 'Assign to Line' in the second row. Below these is a text instruction: 'Assign phones to lines using the table below or [manage your phone profiles](#).' A table follows with columns: Model, MAC Address, Description, Assigned to, and Department. The table has three rows of phone data. To the right of the table is a 'Change phone' button, and below it is a 'Configure phone' button, both highlighted with red boxes.

Model	MAC Address	Description	Assigned to	Department
<input type="checkbox"/> ?	00:04:13:92:3D:F7	Snom D785		None
<input type="checkbox"/> ?	64:16:7F:5F:24:1C	Polycom VVX 411	01132991000	None
<input type="checkbox"/> ?	80:5E:C0:90:6A:97	Yealink T46S	01132991002	None

Click on the Subscriber Phone Profile you would like to edit.

The screenshot shows a page titled 'Manage your phones' with a header 'Phone selectionforDemo Business Group / 01132991002asadmin'. The main content area features a large image of a Yealink SIP-T46S phone, which is enclosed in a red rectangular box. Below the image, the text 'Yealink SIP-T46S' is displayed. Underneath this text is an 'Edit' button, also highlighted with a red box. At the bottom of the page is a button labeled 'Create new profile'.

If you have created a [Business Group Profile](#) for this model of phone then you will see these changes on this subscribers phone profile. This page is exactly the same as editing the **Business Group Profile** however any changes made here will only effect this **Subscribers Phone Profile** after the changes have been saved and the phone has been rebooted.

You can also reset the Subscribers Phone Profile from here as well. Reseting the **Subscriber Phone Profile** from here

will use the **Business Group Profile** as it defaults. This is useful if the subscriber is having issues after they have made changes to their Phone Profile.



INFO: If no **Business Group Profile** is setup for this device than it will restore the original defaults as when it was provisioned.

Provisioning Phones



INFO: If you are missing phones from this list then you will need to contact your Service Provider with MAC address of devices you would like to be added. You will also need to contact your Service Provider to remove a device from the list.

Depending on your order and configuration you may have already provisioned all your phones to subscribers you may also have requested phone to be added but not provisioned to a subscriber. You can see from this example that the Snom D785 has not been assigned to a subscriber.

Home

Groups

*** Hunt Groups (MLHGs)

*** Call Pickup Groups

All Lines

Users

Attendants

Group Access

Phones

Services

Departments

*** Short Codes

Business Group Admin Portal

Henry Jackson

Phones in Department: View All

Select department Assign to Department

Enter number... Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
<input type="checkbox"/>	?	00:04:13:92:3D:F7	Snom D785		None	
<input type="checkbox"/>		64:16:7F:5F:24:1C	Polycom VVX 411	01132991000	None	Actions ▼
<input type="checkbox"/>		80:5E:C0:90:6A:97	Yealink T46S	01132991002	None	Actions ▼

In this example we are going to assign the Snom D785 to the subscriber 01132991001. Tick the check box next to phone that you would like to assign, then enter the subscribers phone number and click on **Assign to Line**.

Home

Groups

*** Hunt Groups (MLHGs)

*** Call Pickup Groups

All Lines

Users

Attendants

Group Access

Phones

Services

Departments

*** Short Codes

Business Group Admin Portal

Henry Jackson

Phones in Department: View All

Select department Assign to Department

01132991001| Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).


<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
<input checked="" type="checkbox"/>	?	00:04:13:92:3D:F7	Snom D785		None	
<input type="checkbox"/>		64:16:7F:5F:24:1C	Polycom VVX 411	01132991000	None	Actions ▼
<input type="checkbox"/>		80:5E:C0:90:6A:97	Yealink T46S	01132991002	None	Actions ▼

Now we need to set the authentication so the device in question can contact the provisioning server and download the correct configuration for that subscriber. You can either set an **Authenticate until** time or just click on **Allow authentication for an hour from now**. Then click **OK**

Set Authenticate Until

Please enter an "authenticate until" time for the following phones:

Snom D785

Authenticate until: 20 45 05/05/2020 

[Allow authentication for an hour from now](#)

OK

Cancel



INFO: We strongly advise against leaving authentication open for more than a couple of hours as this could leave phones open to attacks from the outside world.




Next you need to reboot the device for the new configuration to be download. Depending on the firmware on your device is may reboot several times before the configuration has completed and the user is registered. Once the user is registered the phone is ready to be used.

When completed successfully the question mark box next the phone will also change to a picture of that phone.



INFO: If the phone fails to download the configuration you may need to speak to your Service Provider to discuss phone is been adopted. You may also have to manually configure the phone with the correct provisioning URL.

Also from this page you remove a subscriber from a phone or change the description, click on **Actions** and then **Change phone**

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
Search for...		in any field				
<input type="checkbox"/>		00:04:13:92:3D:F7	Snom D785	01132991001	None	Actions ▼ Change phone Configure phone
<input type="checkbox"/>		64:16:7F:5F:24:1C	Polycom VVX 411	01132991000	None	
<input type="checkbox"/>		80:5E:C0:90:6A:97	Yealink T46S	01132991002	None	

On the **Change Phone** screen you will be to change the description or remove the phone from that subscriber.

Change Phone

Change the phone configuration and then click Apply.

MAC Address: 00:04:13:92:3D:F7

Description: Snom D785

Phone Model: Snom D785

Assigned to Line? ☒ 01132991001

Phone authenticated at: 20 03 05/05/2020

Apply

Cancel

To remove a phone from a subscriber untick the **Assigned to Line** box and then click **Apply**.

Change Phone

Change the phone configuration and then click Apply.

MAC Address: 00:04:13:92:3D:F7

Description: Snom D785




Phone Model: Snom D785

Assigned to Line? ☐ 01132991001

Apply

Cancel

You will now need to reboot the phone to fully remove that subscriber. Once the phone has been removed it is ready to be assigned to another subscriber.

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
		<input type="text" value="Search for..."/>	<input type="text" value="in any field"/>			
<input type="checkbox"/>		00:04:13:92:3D:F7	Snom D785		None	
<input type="checkbox"/>		64:16:7F:5F:24:1C	Polycom VVX 411	01132991000	None	Actions ▼
<input type="checkbox"/>		80:5E:C0:90:6A:97	Yealink T46S	01132991002	None	Actions ▼



INFO: Any changes to the **Subscriber Phone Profile** for that device will be saved. If you assign the subscriber that device they automatically use their existing Subscriber Phone Profile.

How To Configure Hot Desking?

Hot Desking Overview

Hot Desking allows a phone user to log out of the phone and allow another user to login or allow that user to log in to any other phone that is configured for Hot Desking. In the example shown here this Business Group has 3 users but only 2 phones.

In this Hot Desking example Henry and James work full time at the office and Jane is only used to cover in Henry or James absence. To make this clear we will be using the subscriber names throughout this example :

1. Henry: (01132991002) Phone Yealink T46S
2. James: (01132991001) Phone Polycom VVX 411
3. Jane: (01132991000) No phone

Before continuing you must make sure that your phones have been provisioned correctly by the provisioning server. You can check which phone have been provisioned from the BG Admin Portal. Once logged in click on Phones on the left hand side. Here you will see a list of all your phones that have been provisioned.

INFO: If you are missing phones from this list then they will not have been provisioned and this process will not Please contact you Service Provider for assistance.

There are 2 ways in which Hot Desking can be enabled:

1. The easiest way is by creating a **Business Group Phone Profile**, in this example we have 2 different phones Yealink T46S and Polycom VVX 411. By using the **manage your phone profiles** option you can create a Business Group profile for the Polycom VVX 411 and another for Yealink T46S. All settings configured in this profile will be passed down to all devices of the same make and model that the profile was created for.
2. Enabling Hot Desking on **Subscriber Phone Profiles** (not recommended) this would take longer to configure as each phone profile would need to be configured. As with this example Jane does not have a phone therefore if Henry or James logout of the phone when Jane logs in Jane would not see a logout button, this is because Jane does not have a phone profile with Hot Desking enabled for the device that she has logged into. You would now need to edit Janes phone profile to enable Hot Desking.

Creating a Business Group Phone Profile

From the the BG Admin portal click on **Phones** then **manage your phone profiles**.

[hotdesk002.png](#)

Next we now need to create a phone profile for the make and model of the phones that you are using, in this example it will be for the Yealink T46S and Polycom VVX 411. Click on **Create new Profile**.

[hotdesk003.png](#)

From the list of phones select the exact make and model of your device, in this example we will have selected the Yealink T46S

[hotdesk004.png](#)

When a phone is selected it will add the phone to the **Manage Your Phones** page, here you can see we have also added the the Polycom VVX 411

[hotdesk005.png](#)

You will need to repeat this each phone model you wish to use.

INFO: You must always select the exact model of your phone. Selecting a Polycom VVX 311 phone profile WILL with a Polycom VVX 411 phone.

Now we can configure the profiles, click on one of manufactures below to get started.

- [Yealink](#)
- [Polycom](#)
- [Snom](#)

Once the profiles have been saved and your phones have restarted you should now see the the Log Out option on the soft key that you specified.

Here we have the Yealink T46S Henrys phone

[hotdesk006.png](#)

Polycom VVX 411 James phone

[hotdesk007.png](#)

INFO: With the Polycom phones you can **ONLY** use the bottom row of soft keys to configure the **Log Out** button. Depending on you configuration you may need to press the **More** button first in order to view the Log Out button.

In this example James is going to Log Out of the Polycom VVX 411 and Jane will Login. When pressing the Log Out button you will be asked to confirm that want to log out. Press **OK/YES** you will then be logged out and the phone will reboot.

Once the phone has rebooted you will see the following screen this will allow another user to login, or in this case Jane. Press **Login**

[hotdesk008.png](#)

On the next screen enter the **Username** (subscriber phone number) and the **Password** (CommPortal password) then press **Submit**

[hotdesk009.png](#)

If the Username and Password are correct the configuration will update and the phone will reboot. When the phone comes back on the user will be logged in.

INFO: If you had enable Hot Desking from **Subscriber Phone Profiles** when a new user logs in they will NOT see the Log Out option in this case Jane. This is because Jane only has a default phone profile which was created the first time she logged in.

As the user Jane has never logged into a phone before this user has no **Subscriber Phone Profiles** set, it will automatically create a default profile for that make and model for that user when they first log in.

You can change **Subscriber Phone Profiles** from the **Phones** list click on **Actions**

[hotdesk010.png](#)

Now click on **Configure phone**

[hotdesk011.png](#)

You will now be able to edit the phone profile for this user and make and model of phone the user is using. The picture below shows 2 Subscriber phone profiles Polycom VVX 411 and Yealink T46S this is because this user has already logged into the Yealink T46S at another time.

[hotdesk012.png](#)

\

INFO: Every time user logs into a new phone a default profile is created. Configuring settings from **Subscriber Profiles** will only affect this user when they are logged into that make and model of phone. This phone will stay even after they log out. When they log back into the same make and model of phone it will continue using that profile.

Hot Desking Polycom



INFO: This guide is showing the configuration of a Polycom VVX 411. Depending on your model of Polycom you options may differ slightly but the process should be the same.

Continuing from the [Hot Desking Overview](#) page from the Phones page click on **Manage Your Phones** then click on **Edit** on the phone model you would like to configure, in this case it is the **Polycom VVX 411**

Phone selectionforDemo Business Groupasadmin

Manage your phones



Polycom VVX 411

Edit



Yealink SIP-T46S

Edit

Create new profile



INFO: With the Polycom VVX phones you can only configure Hot Desking on the bottom row of soft keys

Click on the bottom row of keys to expand the key options

Polycom VVX 411 - Edit settingsforDemo Business Groupasadmin

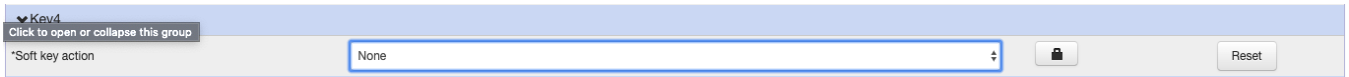


The bottom row of soft keys on the phone is highlighted with a red box.

- Programmable Keys - Line
- Programmable Keys - Bottom
- User
- Network Settings
- Paging Groups
- Push-To-Talk
- Advanced
- LDAP

+ Show more softkeys

You should leave the Key Capabilities as default unless you know what you are doing. Scroll down until you get to the Keys, in this example we are going to be using **Key 4** for Hot Desking which is currently set to **None**



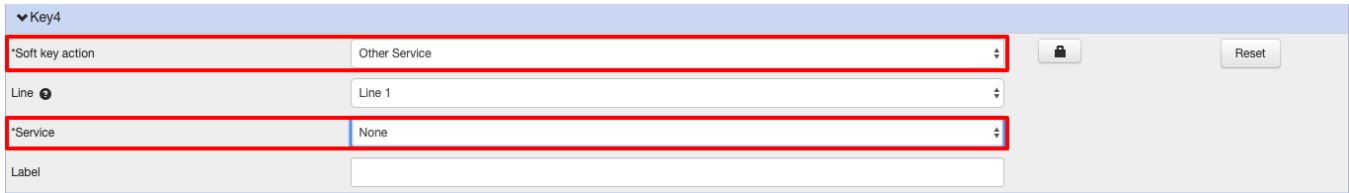
▼ Key4

Click to open or collapse this group

*Soft key action: None

Reset

From the **Soft key action** drop down menu select **Other Service**. Unless less you have multiple lines on this phone leave **Line 1** as it is.



▼ Key4

*Soft key action: Other Service

Line: Line 1

*Service: None

Label:

Reset

From the **Service** drop down menu select **Log out**. You can now add a **Label** for this soft key. We have used **Log Out**



▼ Key4

*Soft key action: Other Service

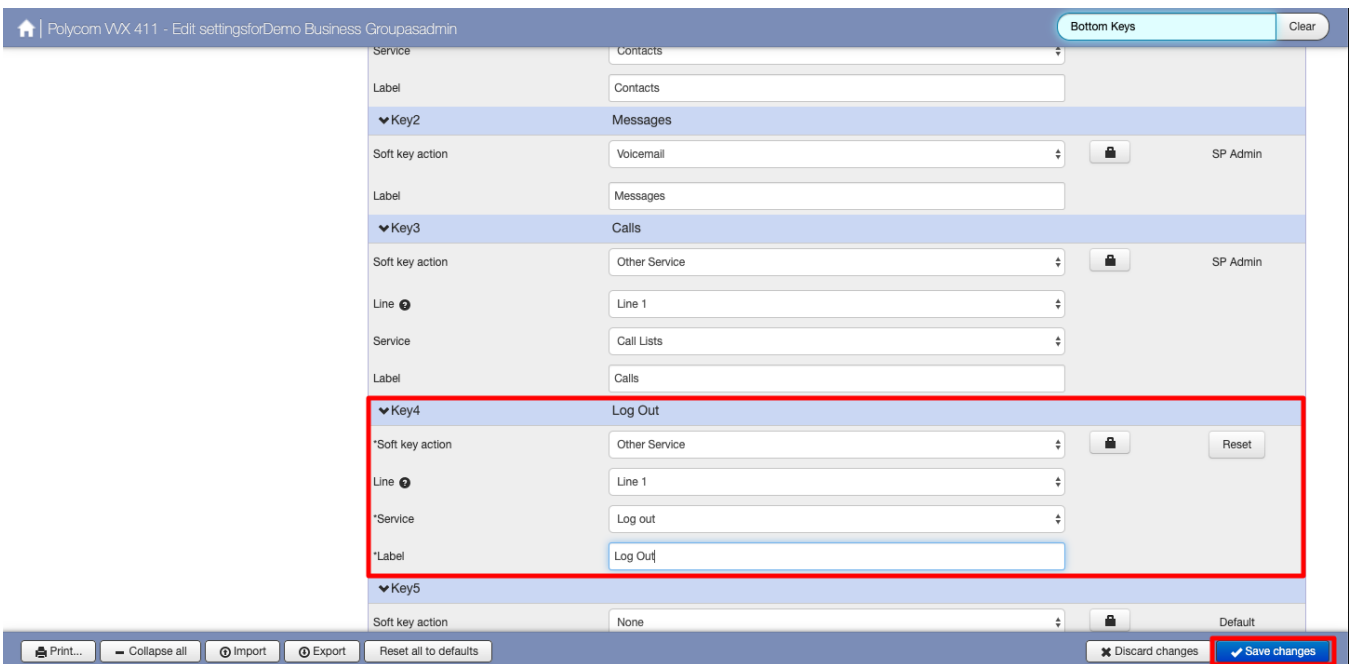
Line: Line 1

*Service: Log out

Label: Log Out

Reset

Next click on **Save changes** in the lower right corner.



Home | Polycom VVX 411 - Edit settings for Demo Business Group as admin

Bottom Keys Clear

Service: Contacts

Label: Contacts

▼ Key2 Messages

Soft key action: Voicemail

Label: Messages

▼ Key3 Calls

Soft key action: Other Service

Line: Line 1

Service: Call Lists

Label: Calls

▼ Key4 Log Out

*Soft key action: Other Service

Line: Line 1

*Service: Log out

*Label: Log Out

▼ Key5

Soft key action: None

Reset

Print... Collapse all Import Export Reset all to defaults Discard changes Save changes

Once saved you will now need to reboot your phone for the changes to take effect. Once rebooted you should see the Log Out key that you created. View the [Hot Desking Overview](#) page more information.



INFO: Depending how the Polycom is configured you may see **Key 4** as **More** this normal. When you press M see more key options depending on configuration. One of these will show as Log Out.

Please note it can take up to 15 minutes for Hot Desking to be configured. If you press Log Out and after the phone reboots the user is automatically logged back in please wait until 15 minutes has passed before trying again.

Hot Desking Yealink



INFO: This guide is showing the configuration of a **Yealink T46S**. Depending on your model of **Yealink** your options may differ slightly but the process should be the same.

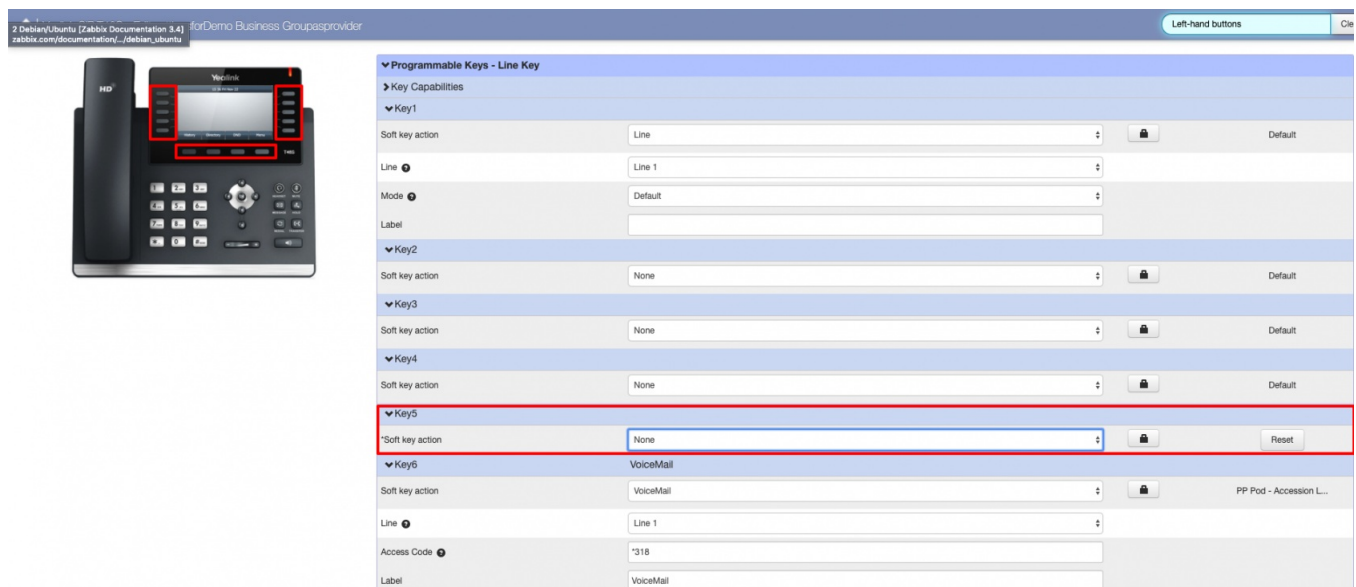
Continuing from the [Hot Desking Overview](#) page from the Phones page click on **Manage Your Phones** then click on **Edit** on the phone model you would like to configure, in this case it is the **Yealink T46S**



With Yealink phones we have 2 sections to configure

1. The Log Out Key - This can be any soft key
2. Enable Hot Desking

First we will select the soft key we want to use for the **Log Out** button, in this example we will use **Soft Key 5** by clicking on the left hand side buttons on the phone picture.

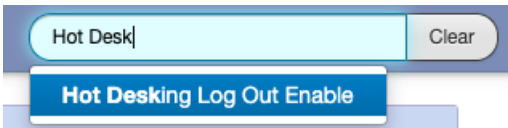


On the **Soft key action** drop down menu select **Log Out**. Then enter a **Label** for this soft Key we have used **Log Out** in this case.



Now we need to **Enable Hot Desking**

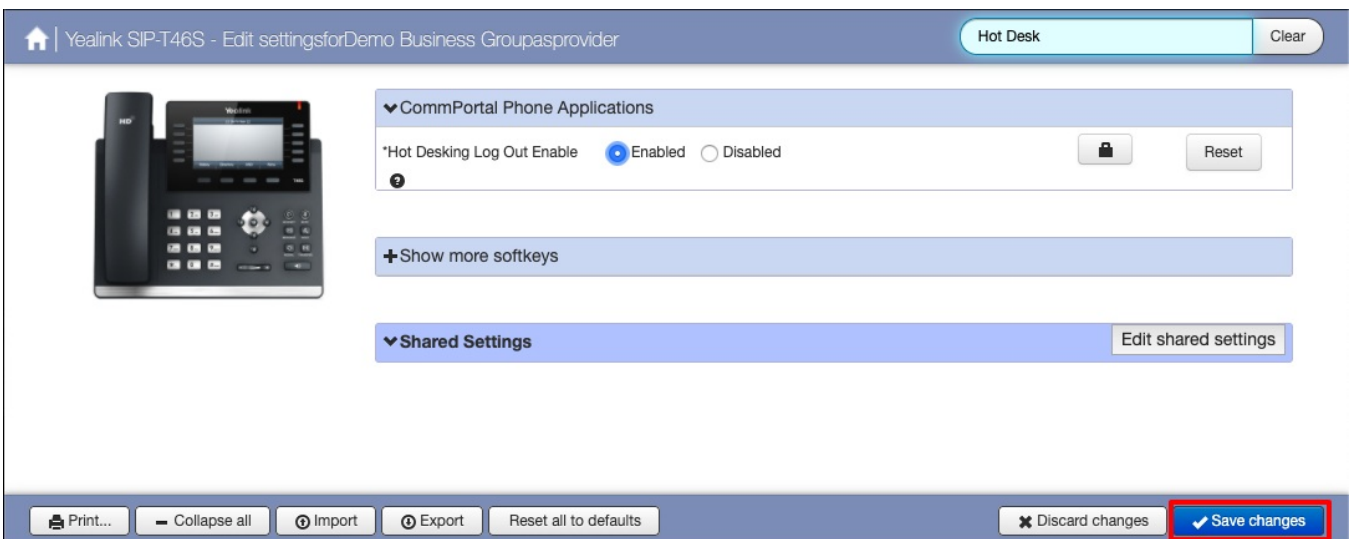
In the **Search** box in the top right this will probably say Left-hand buttons (if you have been following this guide). In the search type hot desk and select **Hot Desking Log Out Enable**



Select the **Enabled** button.



You should now have set the **Log Out soft key** and **enabled Hot Desking**. Now we need to save the changes. Click on **Save changes** in the lower right corner.



Once saved you will now need to reboot your phone for the changes to take effect. Once rebooted you should see the Log Out key that you created. View the [Hot Desking Overview](#) page more information.



INFO: Please note it can take up to 15 minutes for Hot Desking to be configured. If you press Log Out and after reboots the user is automatically logged back in please wait until 15 minutes has passed before trying again.

Hot Desking Snom



INFO: This guide is showing the configuration of a **Snom D785**. Depending on your model of **Snom** your options differ slightly but the process should be the same.

Continuing from the [Hot Desking Overview](#) page from the Phones page click on **Manage Your Phones** then click on **Edit** on the phone model you would like to configure, in this case it is the **Snom D785**

Phone selectionforDemo Business Groupasprovider

Version Set: Base

Manage your phones

Edit shared settings

Polycom VVX 411

Edit ▼

Snom D785

Edit ▼

Yealink SIP-T46S

Edit ▼

Create new profile

INFO: With the Snom DXXX phones you can only configure Hot Desking on the Lower right soft keys.

With Snom phones we have 2 sections to configure

1. The Log Out Key
2. Enable Hot Desking

Click on the lower right keys to expand the key options, in this example we are going to configure **Key 6** for the Log Out key.



▼ Programmable keys

▶ Key Capabilities

▼ Key1

Soft key action

Line / Shared Line

Default

Line

Line 1

Label

▼ Key2

*Soft key action

None

Reset

▼ Key3

*Soft key action

None

Reset

▼ Key4

*Soft key action

None

Reset

▼ Key5

Soft key action

None

Default

▼ Key6

Soft key action

None

Default

▼ Key7

Print...

Collapse all

Import

Export

Reset all to defaults

Discard changes

Save changes

On the **Soft key action** drop down menu select **Log Out**. Then enter a **Label** for this soft Key we have used **Log Out** in this case.

▼ Key6

*Soft key action

Log Out

Reset

Label

Log Out

Now we need to **Enable Hot Desking**

In the **Search** box in the top right this will probably say Left-hand buttons (if you have been following this guide). In the search type hot desk and select **Enable Hot Desking**

Hot Desk

Clear

Hot Desking logout screen title

Hot Desking logout screen message

Hot Desking login screen title


Hot Desking login screen message

Enable Hot Desking

Select **Yes** on **Enable Hot Desking**

The other settings are optional:

- Hot Desking logout screen title
- Hot Desking logout screen message
- Hot Desking login screen title
- Hot Desking login screen message



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Enable Hot Desking

Clear

Applications

Enable Hot Desking ?

☒ Yes
☐ No

*Hot Desking logout screen title ?

Log Out

*Hot Desking logout screen message ?

Do you want to log out ?


Hot Desking login screen title ?

Log In

Hot Desking login screen message ?

Login Successful, confirm to continue

You should now have set the **Log Out** soft key and **enabled Hot Desking**. Now we need to save the changes. Click on **Save changes** in the lower right corner.



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Enable Hot Desking

Clear

Applications

Enable Hot Desking ?

☒ Yes
☐ No

*Hot Desking logout screen title ?

Log Out

*Hot Desking logout screen message ?

Do you want to log out ?

Hot Desking login screen title ?

Log In

Hot Desking login screen message ?

Login Successful, confirm to continue

+ Show more softkeys

Shared Settings

Edit shared settings

Print...

Collapse all

Import

Export

Reset all to defaults

Discard changes

Save changes

Once saved you will now need to reboot your phone for the changes to take effect. Once rebooted you should see the Log Out key that you created. View the [Hot Desking Overview](#) page more information.



INFO: Please note it can take up to 15 minutes for Hot Desking to be configured. If you press Log Out and after reboots the user is automatically logged back in please wait until 15 minutes has passed before trying again.