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 work. 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 NOT work 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.

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INFO: If you had enable Hot Desking from**Subscriber Phone Profiles** when a new user logs in they will NOT see a 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

No 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

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

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