

Hot Desking Polycom



INFO: This guide is showing the configuration of a Polycom VVX 411. Depending on your model of Polycom 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 **Polycom VVX 411**

Phone selection for Demo Business Group as admin

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 settings for Demo Business Group as admin

- ▶ 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 [dropdown] [lock icon] [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 [dropdown] [lock icon] [Reset]
 Line: Line 1 [dropdown]
 *Service: None [dropdown]
 Label: [text box]

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 [dropdown] [lock icon] [Reset]
 Line: Line 1 [dropdown]
 *Service: Log out [dropdown]
 Label: Log Out [text box]

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

Home | Polycom WX 411 - Edit settings for Demo Business Group as admin [Bottom Keys] [Clear]

Service	Contacts [dropdown]	
Label	Contacts [text box]	
▼ Key2 Messages		
Soft key action	Voicemail [dropdown] [lock icon]	SP Admin
Label	Messages [text box]	
▼ Key3 Calls		
Soft key action	Other Service [dropdown] [lock icon]	SP Admin
Line	Line 1 [dropdown]	
Service	Call Lists [dropdown]	
Label	Calls [text box]	
▼ Key4 Log Out		
*Soft key action	Other Service [dropdown] [lock icon] [Reset]	
Line	Line 1 [dropdown]	
*Service	Log out [dropdown]	
*Label	Log Out [text box]	
▼ Key5		
Soft key action	None [dropdown] [lock icon]	Default

[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 More you will 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.