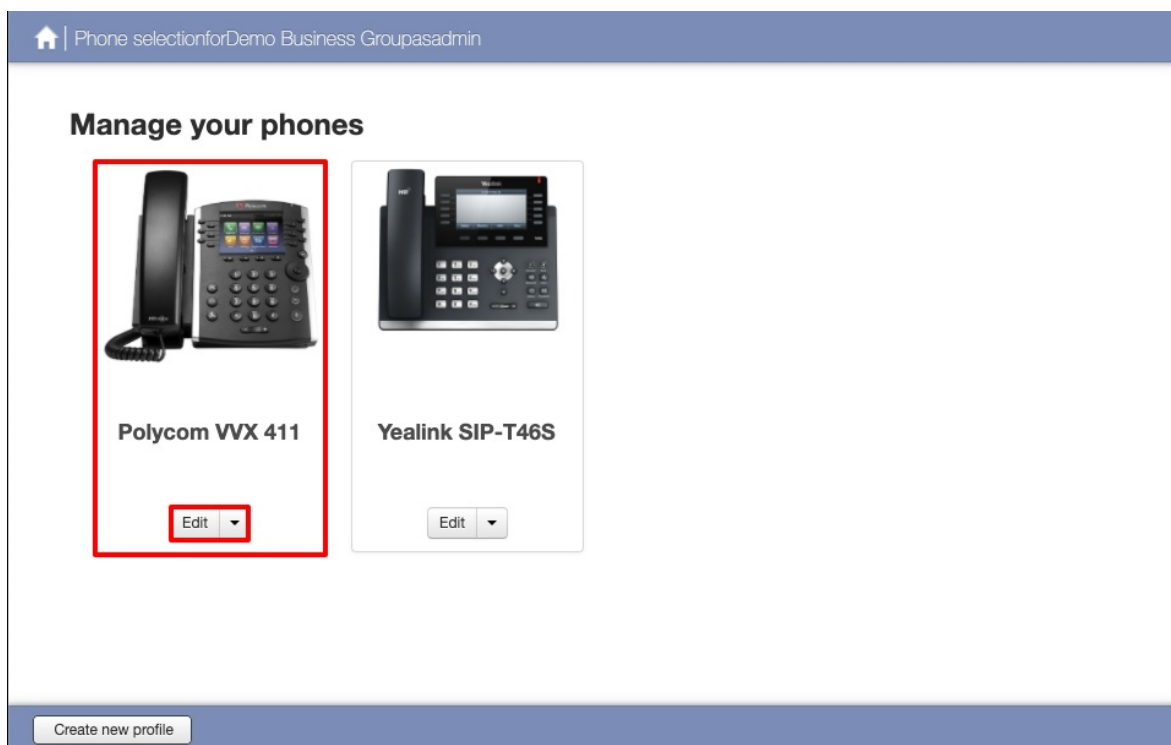


# Hot Desking Polycom



**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**



**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



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 WX 411 - Edit settings for Demo Business Group as admin

Bottom Keys Clear

Service: Contacts

Label: Contacts

▼ Key2 Messages

Soft key action: Voicemail

Label: Messages

SP Admin

▼ Key3 Calls

Soft key action: Other Service

Line: Line 1

Service: Call Lists

Label: Calls

SP Admin

▼ Key4 Log Out

\*Soft key action: Other Service

Line: Line 1

\*Service: Log out

\*Label: Log Out

Reset

▼ Key5

Soft key action: None

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.

Revision #6

★ Created Mon, May 4, 2020 7:50 AM by Admin

✎ Updated Thu, Feb 17, 2022 12:13 PM by Admin