

Hot Desking Administrator's Guide

Introduction

The Cloud Communications system hotdesking feature allows a user to login on any hotdesk phone to make and receive calls on that phone with his personal number. The user will also have access to his personal speed dial keys and function keys on the hotdesk phone while logged in. Once logged out, the hotdesk phone is available for a new user.

This guide for the system administrator describes how to set up hotdesking phones and users on the cloud communications system.

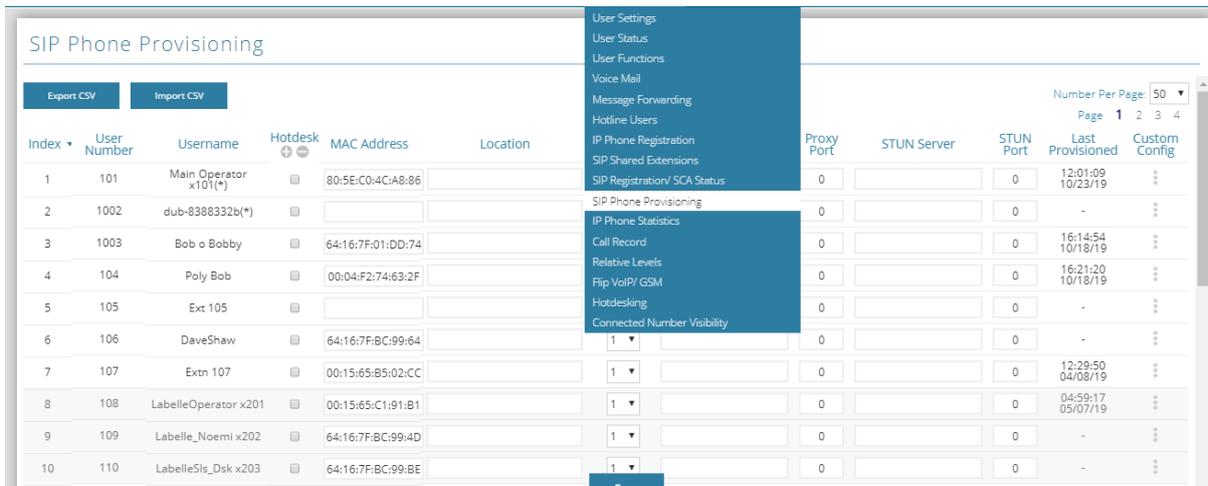
Hotdesk Phones

The Cloud Communications system administrator designates which SIP phones on the system can be used as hotdesk phones.

To do this, connect to the Administration portal of the system, select the Users tab followed by the link Sip Phone Provisioning.

To designate a phone as a hotdesk phone, tick the box in the 'Hotdesk' column, enter the MAC address of the phone and press Save.

These phones are limited to making emergency and internal calls when no user is logged in.



The screenshot shows the 'SIP Phone Provisioning' interface. It features a table with columns for Index, User Number, Username, Hotdesk (checkbox), MAC Address, Location, Proxy Port, STUN Server, STUN Port, Last Provisioned, and Custom Config. A dropdown menu is open over the table, listing various user settings and provisioning options. The table contains 10 rows of user data.

Index	User Number	Username	Hotdesk	MAC Address	Location	Proxy Port	STUN Server	STUN Port	Last Provisioned	Custom Config
1	101	Main Operator x101(*)	<input type="checkbox"/>	80:5E:C0:4C:A8:86		0		0	12:01:09 10/23/19	⋮
2	1002	dub-8388332b(*)	<input type="checkbox"/>			0		0	-	⋮
3	1003	Bob o Bobby	<input type="checkbox"/>	64:16:7F:01:DD:74		0		0	16:14:54 10/18/19	⋮
4	104	Poly Bob	<input type="checkbox"/>	00:04:F2:74:63:2F		0		0	16:21:20 10/18/19	⋮
5	105	Ext 105	<input type="checkbox"/>			0		0	-	⋮
6	106	DaveShaw	<input type="checkbox"/>	64:16:7F:BC:99:64		0		0	-	⋮
7	107	Extn 107	<input type="checkbox"/>	00:15:65:B5:02:CC		0		0	12:29:50 04/08/19	⋮
8	108	LabelleOperator x201	<input type="checkbox"/>	00:15:65:C1:91:B1		0		0	04:59:17 05/07/19	⋮
9	109	Labelle_Noemi x202	<input type="checkbox"/>	64:16:7F:BC:99:4D		0		0	-	⋮
10	110	LabelleSls_Dsk x203	<input type="checkbox"/>	64:16:7F:BC:99:BE		0		0	-	⋮

Hotdesk Users

The administrator designates which users are allowed to login to hotdesk phones. To do this, connect to the Administration portal, select the Users tab followed by User Functions. From the drop-down menu at the top left, scroll down and select the Hotdesking function.

To designate a user as a hotdesk user, tick the box in the Enable column and press Save.

A SIP phone can be designated as a hotdesk phone or as a hotdesk user but not both.

The screenshot shows the 'User Functions' page with the 'Function' dropdown set to 'Hotdesking'. A table lists users with columns for Index, User Number, and an Enable checkbox. A dropdown menu is open, showing various functions including 'Hotdesking'. The 'Enable' column has checkboxes for users 1 through 10, with users 1-4 having checked boxes.

Index	User Number	Enable
1	101	<input checked="" type="checkbox"/>
2	1002	<input checked="" type="checkbox"/>
3	1003	<input checked="" type="checkbox"/>
4	104	<input checked="" type="checkbox"/>
5	105	<input type="checkbox"/>
6	106	<input type="checkbox"/>
7	107	<input type="checkbox"/>
8	108	<input type="checkbox"/>
9	109	<input type="checkbox"/>
10	110	<input type="checkbox"/>

Hotdesk Status

The administrator can view current status of all hotdesk phones and see which users are logged in to them.

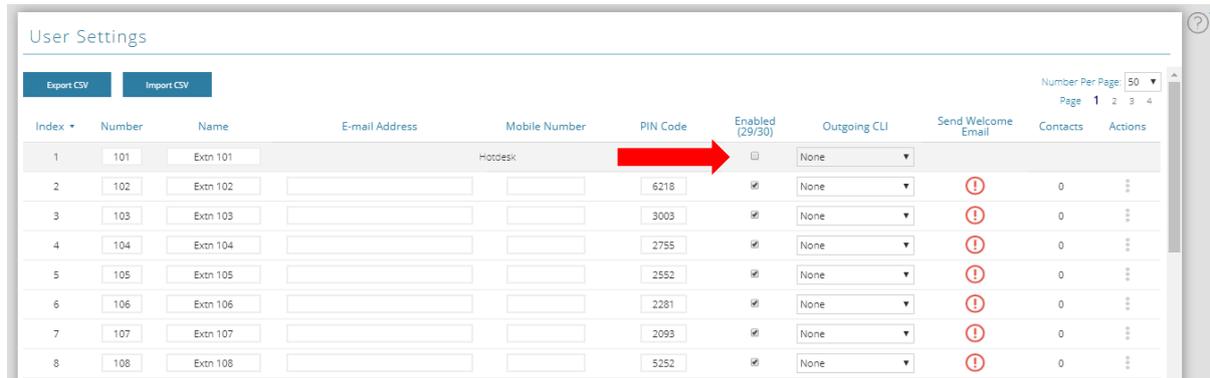
To do this, connect to the administrator portal and navigate to the Users tab and click the Hotdesking link.

The administrator can force a user off a hotdesk phone by clicking the logout button.

The screenshot shows the 'Hotdesking' page with a table of logged-in users. The table has columns for Index, User Number, Username, MAC Address, Logged in, and Login Time. A 'Logout' button is visible next to each user's login time. A dropdown menu is open, showing various functions including 'Hotdesking'.

Index	User Number	Username	MAC Address	Logged in	Login Time
01	119	HotDesk1	00:15:65:B6:08:9E	Main Operator x101	18:26:51 10/21/19
02	120	HotDesk2	80:5E:C0:0D:5B:83		
03	121	HotDesk3	80:5E:C0:4C:C1:30	2 - dub-8388332b	18:27:14 10/21/19

A Hotdesk Phone does not require a user license. If a user license has been attributed to a hotdesk phone, it can be removed and made available to another user. To do this, go to the Administrator portal Users tab, and click the User Settings link. On this page, disable the hotdesk phone and press Save.



Index	Number	Name	E-mail Address	Mobile Number	PIN Code	Enabled (29/30)	Outgoing CLI	Send Welcome Email	Contacts	Actions
1	101	Extn 101		Hotdesk		<input checked="" type="checkbox"/>	None			
2	102	Extn 102			6218	<input checked="" type="checkbox"/>	None	!	0	⋮
3	103	Extn 103			3003	<input checked="" type="checkbox"/>	None	!	0	⋮
4	104	Extn 104			2755	<input checked="" type="checkbox"/>	None	!	0	⋮
5	105	Extn 105			2552	<input checked="" type="checkbox"/>	None	!	0	⋮
6	106	Extn 106			2281	<input checked="" type="checkbox"/>	None	!	0	⋮
7	107	Extn 107			2093	<input checked="" type="checkbox"/>	None	!	0	⋮
8	108	Extn 108			5252	<input checked="" type="checkbox"/>	None	!	0	⋮