

Hot Desking

As the company administrator, you have the ability to allow a user to use a pre-configured hot desk where a phone is available for a user to login to.

Hot Desk is also referred to as “Hotelling”.

If you are using a Polycom SoundPoint 450 or SoundPoint 650, when hot desking the extension will appear as the guest’s extension number. For every other handset it will still appear as the host’s extension number, even if the guest is logged in.

By default, all users Hot Desk Options are disabled for security purposes. When switched on, it provides the ability for all devices in all locations under one Company to be used in a hot desk environment. You can disable a user from being set up as a host device.

Switch Hot Desking On/Off

To switch Hot Desking either on or off you do this based on the handset that is associated with the user.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Go to “Users” and “List Users” and locate the user that you want to have the handset available for hot desking for and then click the “Edit” button.

Step 4

On the “Profile” tab you should make sure that the “Enable Hot Desk” is set to yes or no.

Edit Dan Test

Profile

Personal Details

DDI

Services

Call Setup

Permissions

Phone

Barring

Call Centre

Account Details

First Name:

Last Name:

Username:

Department:

None

Add

Contact Mobile:

Email:

Settings

Enable Hot Desk ?

Yes

No

Change Site

Reset Password

Reset Passcode

Save

Login to a Hot Desk as Administrator

A Company Administrator can give a user a hot desk. To do this,

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Go to “Users” and “List Users” and locate the user that you want to have the handset available for hot desking for and then click the “Edit” button.

Step 4

On the “Call Setup” tab select “Hot Desk” under Settings. From here you can search for a handset on the site using any of the following search criteria:

- First Name
- Last Name
- MAC Address
- Extension

Click on the blue tick to start an association between the user (guest) and the handset (host).

Edit Dan Test

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
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Incoming Calls
Call Handling
Twinning
Blacklist
Settings
Advanced ▼
Outgoing Calls
Speed Dial
Settings
In Call Options
Call Transfer
Settings
Settings
Call Forwarding
Hot Desk
Call Recording
Manage Profile
Remote Office

Hot Desking

Settings
Enforce Association Limit for hours

Search for a Hot Desk Phone
Site:
First Name: ?
Last Name: ?
Mac Address: ?
Extension:

ColourfulSiteUat, Oliver, Test, 5191

End Hot Desk Association as Administrator

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Go to “Users” and “List Users” and locate the user who is hot desking and then click the “Edit” button.

Step 4

Click the “Call Setup” tab and “Hot Desk” under the Settings section. From here click “Stop Using” to end the association.

The screenshot shows the Horizon user management interface. At the top, there's a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The 'Users' tab is selected. Below the navigation bar, the breadcrumb trail reads: Dashboard / User Management / Edit User. The main heading is 'Edit Dan Test'. Below this, there's a sub-navigation bar with tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The 'Call Setup' tab is selected. On the left side, there's a sidebar menu with categories: Incoming Calls (Call Handling, Twinning, Blacklist, Settings, Advanced), Outgoing Calls (Speed Dial, Settings), In Call Options (Call Transfer, Settings), Settings (Call Forwarding, Hot Desk, Call Recording, Manage Profile, Remote Office), and a 'Hot Desk' link is highlighted with a red box. The main content area is titled 'Hot Desking'. It contains a 'Current Phone' section with the following information: Current Hot Desk Device: ColourfulSiteUat, Oliver, Test; In Use Since: 26 January 20:47; Automatic Sign Off: 12 Hours (12:00 Remaining). Below this information is a 'Stop Using' button with a red border. Below the 'Current Phone' section is a 'Settings' section with a dropdown menu for 'Enforce Association Limit for' set to '12' hours, and a 'Save' button. At the bottom, there's a 'Search for a Hot Desk Phone' section with a 'Site:' dropdown menu set to 'ColourfulSiteUat'.

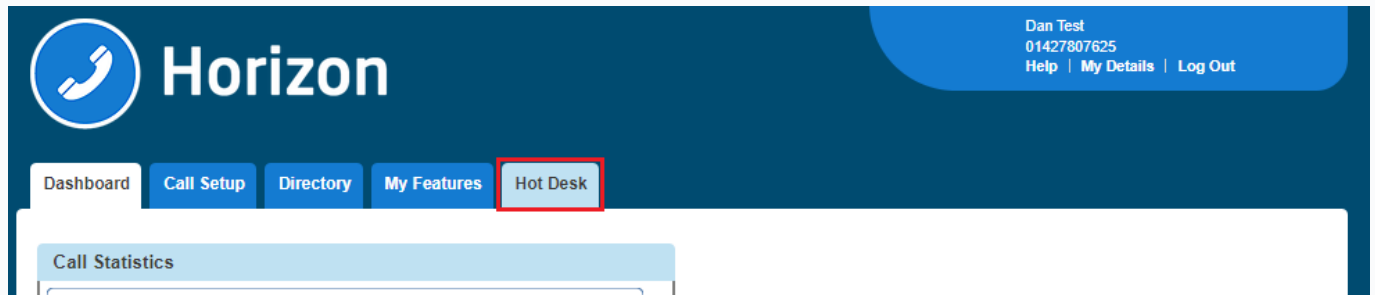
Log In to a Hot Desk as a User

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select 'Hot Desk'.



Step 3

From here you can search for a handset on the site using any of the following search criteria:

- First Name
- Last Name
- MAC Address
- Extension

Click on the blue tick to start an association between the user (guest) and the handset (host).



Horizon

Dan Test
01427807625
[Help](#) | [My Details](#) | [Log Out](#)

Dashboard

Call Setup

Directory

My Features

Hot Desk

[Dashboard](#) / [Call Setup](#)

Incoming Call Handling

Twinning

Hot Desk

Speed Dial

Blacklist

Hot Desking

Settings

Enforce Association Limit for hours

Search for a Hot Desk Phone

Site:

First Name: ?

Last Name: ?

Mac Address: ?

Extension:

ColourfulSiteUat, Oliver, Test, 5191

Log In to a Hot Desk using a Polycom Handset

Step 1

On the Polycom handset you should see a “GuestIn” button. Press this.

Step 2

Enter the Voice Portal user ID and Voice Portal Passcode and press OK.

Step 3

If successful, the GuestIn button will become “GuestOut”

Log In to a Hot Desk using a Cisco Handset and the Voice Portal

Step 1

Dial the [Voice Portal](#) from the handset that the user wishes to hot desk into.

If the user is already associated with the device, simply enter the passcode credentials.

If the user is not associated with the device, the user will need to press * to log in with credentials that aren't currently associated with the handset.

Step 2

Select Option 7 - “Access Hoteling”

Please note the Cisco MPP series will NOT support hoteling.

Step 3

Select one of the following options:

- 1 - the operator will check if there is an ongoing associated with this Host

- 2 - the Guest will associate with the Host
- 3 - the Guest can end the association with the Host.

Step 4

Once the association has been made with the Host phone, Guests using the Polycom Soundpoint 450 and Soundpoint 650 will see their own extension number on the Host device display. Guests using other handsets will continue to see the display name and extension of the Host.

Login will disassociate after 24 hours.