

Hotdesking

Feature Description

The Hotdesking feature allows you to temporarily assign an extension to a phone that normally uses another extension (or does not have any extension assigned). For instance, while occasionally working from home, you may want to assign your office extension to an i2050 soft phone running on your home PC. Another possible use of the Hotdesking feature can be sharing of physical phones in a common work area by multiple workers (physical phones have no extensions assigned – each worker uses the Hotdesking feature to assign their extension to a phone when they start using a work location).



The Hotdesking feature is only supported on Nortel IP and digital phones.



When using Hotdesking with different types of phones, the capabilities are determined by the phone in use. For example, if a physical phone with 2 programmable keys is hotdesked to an extension normally assigned to a phone with 4 programmable keys, only 2 programmable keys would be available during the hotdesking session.

Configuration

Nortel Settings

The Hotdesking configuration in the Nortel Settings page will apply to all Nortel extensions in the system. However this can be overwritten at the extension level. To enable Hotdesking, perform the following steps:

1. Open the UCx Web-based Configuration Utility

2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Nortel Settings**
4. Enable **Hotdesking**
5. Enable **Hotdesking Message** if desired, gives a visual indication that a phone is currently hotdesking
6. Press the **Submit Changes** button

When Hotdesking is enabled here, all Nortel phones in the system by default will permit the hotdesking feature to be used.

Nortel Extension

To allow an extension to be used from another phone, you have to configure the hotdesking password for that extension.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left hand column, select **Extensions (Nortel)**
4. Click on the extension you want to modify
5. Scroll down to **Device Options**, enter the desired password in the **Hotdesking Password** field

6. You can keep the **Hotdesking** field as **Default**, this will inherit the configuration from Nortel Settings page.



If you want the Hotdesking capability (the ability to take over another extension) to be disallowed from a specific extension, you can set the **Hotdesking** field for that extension to **Disallow**. The hotdesking feature can still be used to take over that extension from another phone (if the hotdesking password is configured), but the Hotdesking feature cannot be invoked from that extension.


Unregistered Nortel Extension

In the scenario where there are multiple extensions sharing the same physical phone, you can configure the extensions to be unregistered:

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left hand column, select **Extensions (Nortel)**
4. Either add a new extension or select one to be modified
5. For the **MAC Address** enter **0**

- Device Options

This device uses NORTEL technology.

MAC Address  Select

Call Restrictions ▾

6. Select **Edit Nortel Properties** from the list of actions listed
7. Enter a **Hotdesking Password** for this extension
8. Press the **Submit Changes** button




When a Nortel extension is configured with the MAC address of zero, the extension is not assigned to a physical phone. When the Hotdesking feature is invoked for that extension from a phone, the extension is (temporarily) assigned to that phone. When the user cancels the Hotdesking session, the extension returns to the unassigned state. While unassigned, the extension is unavailable for incoming calls - if a mailbox is configured for that extension, incoming calls are sent to the "not reachable" destination configured for the extension, otherwise the extension is reported as busy.

Programmable Hotdesking Keys

You can also program a Hotdesking key for easy access to the Hotdesking feature.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left hand column, select **Extensions (Nortel)**
4. Click on the extension you want to modify
5. Scroll down to **Programmable Keys** and select **Hot Desking** for the desired key

Programmable Keys:

	Label	Digits	
Key 2: 	<input type="text" value="Hotdesk"/>	<input type="text" value="F*999"/>	<input type="text" value="Hot Desking"/> ▾
Key 3: 	<input type="text"/>	<input type="text"/>	<input type="text" value="- Choose Feature -"/> ▾
Key 4: 	<input type="text"/>	<input type="text"/>	<input type="text" value="- Choose Feature -"/> ▾

On a R4.5 system, the **Hot Desking** key is implemented as a toggle to activate and cancel the

feature.

On a R4.0 system, you will need to program a **Hot Desking - Cancel** key to cancel the feature.

Programmable Keys:

	Label	Digits	
Key 2: ?	HDeskStop	F#*999	Hot Desking - Cancel ▼
Key 3: ?			- Choose Feature - ▼
Key 4: ?			- Choose Feature - ▼



It is recommended to program **HDesk** and/or **HDeskStop** in the first or second available key, so the key will still be available when a phone with lesser keys is used.

Usage

Hotdesk from a phone with a Services key

If your Nortel IP phone has a Services key, you can invoke the Hotdesking feature as follows:

1. Press the **Services** key and use the navigation down arrow to scroll down until you see **Hotdesking**



2. Press the **Invoke** softkey
3. Enter the Hotdesk extension
4. Enter the Hotdesk password

To cancel the Hotdesking feature, perform the following steps:

1. Press the Services key and use the navigation down arrow to scroll down until you see **Hotdesking cancel**



2. Press the **Invoke** softkey

Hotdesk from a phone with a Feature key

If your Nortel IP phone has a Feature key, you can invoke the Hotdesking feature as follows:

1. Press the **Feature** key and enter the Hotdesking feature code ***999**
2. Enter the Hotdesk extension
3. Enter the Hotdesk password

To cancel Hotdesking:

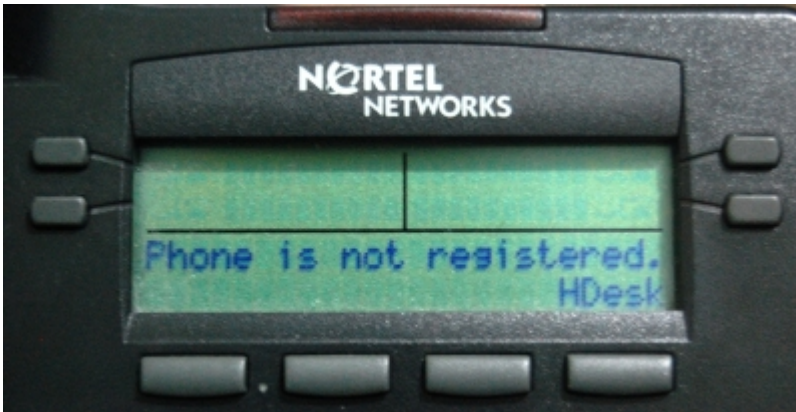
1. Press the **Feature** key and enter the Hotdesking cancel feature code **#*999**

Hotdesk from an unregistered phone

An unregistered phone is configured to connect to the UCx but the phone is not assigned to a specific extension (see section [Unregistered Nortel Extension](#)).

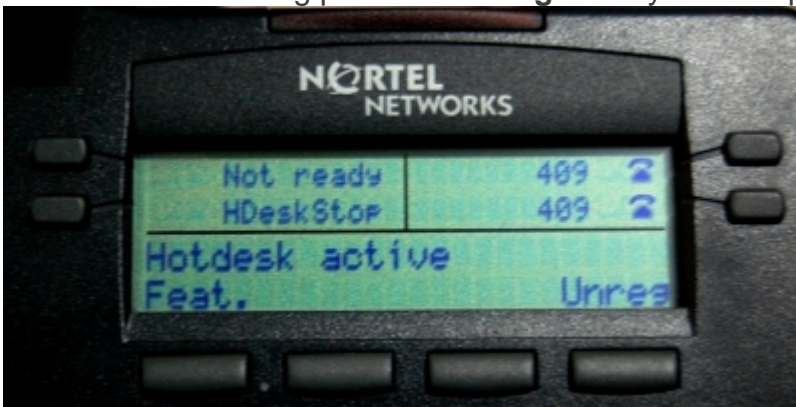
To invoke Hotdesking:

1. Press the **Hotdesk (HDesk)** softkey
2. Enter the Hotdesk extension
3. Enter the Hotdesk password

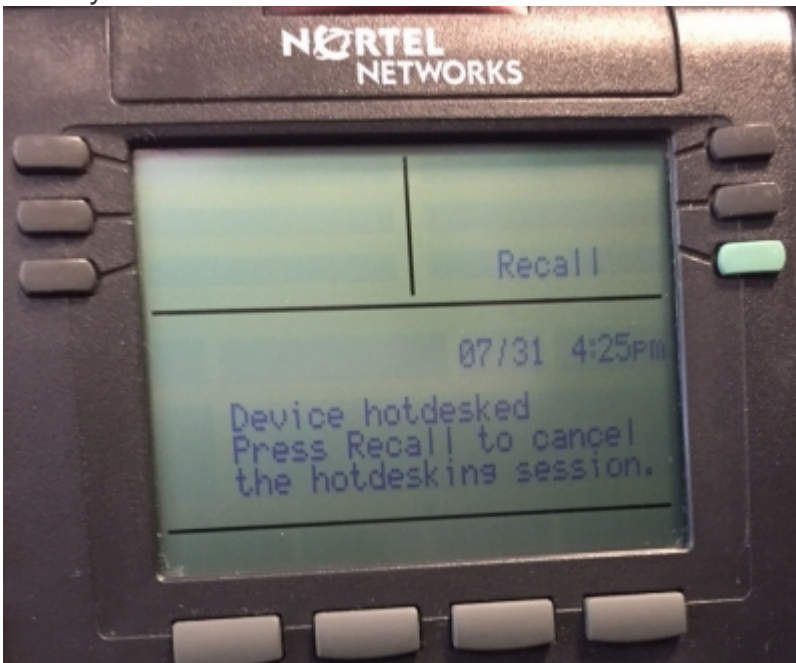


The phone will register using the specified Hotdesk extension. Options and features configured on the Hotdesk extension will be available to the user.

To cancel Hotdesking press the **Unreg** softkey and the phone will become unregistered again.



If the Hotdesk extension is a Nortel M39xx Taurus phone, to cancel Hotdesking press the **Recall** softkey.



Hotdesk with a programmed key

To invoke Hotdesking:

1. Press the **Hotdesk** key
2. Enter the Hotdesk extension
3. Enter the Hotdesk password



To cancel Hotdesking:

- Press the **Hotdesk** key on a R4.5 system
 - Press the **Hotdesk cancel (HDeskStop) key** on a R4.0 system
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