



Configuration Guide

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Configuring Hot Desking in AOS

This guide provides instructions for configuring and using the Hot Desking feature (also known as *hoteling*) with the NetVanta 7000 Series products. It also provides an overview of the feature. This guide provides instructions using the ADTRAN Operating System (AOS) web-based graphical user interface (GUI).

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Feature Overview

Hot desking is a practice that allows multiple users to share a single workspace. Companies use hot desks to provide workspaces for employees who do not require a permanent desk at a particular location (for example, sales personnel who spend most of their time traveling or employees temporarily working at another location). The Hot Desking feature in the NetVanta 7000 Series products enables users to log into phones on which hot desking has been enabled and have their phone settings synched to the phone for the duration of their login session. When a user logs into a hot desk phone, the phone takes on that user's configuration settings (e.g., button mapping, class of service settings, voicemail, etc.).

Once you enable the Hot Desking feature on a phone (see [Configuring a Hot Desk Phone on page 3](#)), multiple users can share that phone by logging into and out of the phone using a valid voicemail login and password. Any voice user on the system is eligible to log into a hot desk phone as long as that user is not currently connected to another phone. However, only one user can be logged into a phone at any given time. The system automatically logs a user out of a hot desk phone after eight hours of inactivity.



Hot desk phones can dial emergency assistance even when no user is logged into the phone as long as the system has a user account for extension 2000 with a SIP authentication password of 1234.

Hardware and Software Requirements and Limitations

The Hot Desking feature is available on NetVanta 7000 Series voice products running AOS firmware version R10.7.0 or later and all ADTRAN/Polycom IP phones running firmware version 4.0 or higher, except the ADTRAN IP 706 and IP 712 phones.

To check the NetVanta 7000 Series firmware version:

1. Navigate on the unit to **System > System Summary**.
2. Check the firmware version on the **General System Information** menu.

To check the firmware version on a Polycom phone:

1. Log into the phone.
2. Press the **Menu** button.
3. Press **2** for Status.
4. Press **1** for Platform.
5. Press **2** for Application.
6. Press **1** for Main. The version displays on the phone screen.


Configuring a Hot Desk Phone

When designating a phone as a hot desk phone, do not associate the phone with a particular user account. In addition, ADTRAN advises that hot desk users not have a phone model or MAC address associated with their accounts in the **User Accounts** settings. If you import hot desk user information using a comma separated value (CSV) file, delete the MAC address and phone model columns from the CSV file.

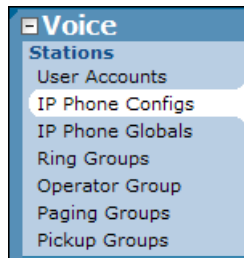
1. Connect to the NetVanta 7000 Series GUI by opening a new page in your Internet browser and entering the unit's IP address in the address field in the following form: **http://<ip address>/admin**, for example:



1. At the prompt, enter your user name and password and select **OK**.

 **NOTE** The default user name is *admin*, and the default password is *password*.

2. Navigate to **Voice > Stations > IP Phone Configs** using the menu on the left of the GUI.



Configuring an Existing Phone

1. On the **IP Phone Configs** menu, select the check box beside the MAC address for the phone and then select **Edit**.

| IP Phone Configs | | | | |
|-------------------------------------|-------------------|--------------------|---------------|---------------------------|
| New | Edit | Delete | Refresh | Other Actions |
| <input type="checkbox"/> | MAC Address | Associated Account | Registered IP | Phone Model |
| <input type="checkbox"/> | 00:04:F2:10:DE:9C | 2004 | 10.10.20.2 | Polycom SoundPoint-IP 601 |
| <input checked="" type="checkbox"/> | 00:04:F2:40:9A:D9 | 2002 | 10.10.20.3 | ADTRAN/Polycom IP 650 |
| <input type="checkbox"/> | 00:04:F2:41:A9:A5 | 2001 | 10.10.20.4 | Polycom SoundPoint-IP 560 |
| <input type="checkbox"/> | 00:A0:C8:31:58:A5 | 2003 | 10.10.20.6 | ADTRAN IP 706 |
| <input type="checkbox"/> | 00:A0:C8:61:58:53 | 2000 | 10.10.20.5 | ADTRAN IP 706 |

2. Select the **Phone Settings** tab and then select the **Hotdesk Phone** check box.

The screenshot shows the 'IP Phone Configs' window. At the top, there are fields for MAC Address (00 04 F2 40 9A D9), Phone Model (ADTRAN/Polycom IP 650), Phone Label, and Expansion (0). Below these are three tabs: 'Button Map', 'Phone Settings', and 'Other Directory Entries'. The 'Phone Settings' tab is selected and highlighted with a red box. Under this tab, there are sections for 'Extension Dial Strings', 'SLA Dial Strings', 'SIP Server' (10.10.20.1), and 'Boot Profile' (Local Phone selected). At the bottom of the 'Phone Settings' section, the 'Hotdesk Phone' checkbox is checked and highlighted with a red box. At the very bottom of the window are 'Cancel' and 'Apply' buttons.

3. Select **Apply** at the bottom of the menu to apply the changes to the phone's configuration file.



A user can now use the phone as a hot desk by logging into the phone with a valid voicemail login and password.

Configuring from Installation Mode

When a new Polycom phone running firmware version 4.0 or later is plugged into the system, the phone enters installation mode, and the unit automatically detects the presence of the phone. Phones in installation mode are highlighted in orange on the **IP Phone Configs** menu.



*For IP phones to display in the GUI in installation mode, the system requires a user account for extension 2000 with a SIP authentication password of **1234**. The system is configured with this user account by default. If you have deleted this account, you will need to create a new one using the User Accounts menu and set the SIP authentication password to **1234**.*

1. Double click on the phone you want to designate as a hot desk phone.

| IP Phone Configs | | | | |
|--------------------------|-------------------|--------------------|------------------|---------------------------|
| New | Edit | Delete | Refresh | Other Actions |
| <input type="checkbox"/> | MAC Address | Associated Account | Registered IP | Phone Model |
| <input type="checkbox"/> | 00:04:F2:10:DE:9C | Installation | <Not Registered> | Polycom SoundPoint-IP 601 |
| <input type="checkbox"/> | 00:04:F2:41:12:AF | Installation | <Not Registered> | Polycom SoundPoint-IP 670 |
| <input type="checkbox"/> | 00:04:F2:41:A9:A5 | Installation | <Not Registered> | Polycom SoundPoint-IP 560 |

2. On the **Installation Prompt** menu that appears, select the **Hotdesk** check box and then select **Apply**. Do not select an extension from the drop-down list.

Installation Prompt

Please choose an extension to assign to this phone or choose to enable this phone for hotdesking

Extension: New Hotdesk

3. On the **Phone Config Save Summary** menu that appears, select **OK**.

Phone Config Save Summary

PHONE CONFIGURATION SAVE SUMMARY

Successful: 1
 Failed: 0
 New user successful: 1
 New user failed: 0

4. On the **Phone Synchronization Confirmation** menu that appears, select **Yes** to synch the listed phones. If you select **No** to cancel the synch, you will need to synch the phones at a later time.

Phone Synchronization Confirmation

The following phones will be synced and potentially rebooted:
 * 00:04:F2:41:12:AF

Syncs are processed in groups of 10 every 10 minutes.

It could be several minutes before the phone reboots.

Click Yes to continue with the sync process or No to cancel.

NOTE *A user can now use the phone as a hot desk by logging into the phone with a valid voicemail login and password.*