

VOCUS IP TEL MANAGER

Configuring Hoteling (Hot Desking)

September 2018

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INTRODUCTION

This document provides step by step instructions on how to configure Hoteling. The Group Administrator configures Hoteling in IP Tel Manager. The user activates Hoteling via the IP Tel Manager portal or the Voice Portal.

Hoteling (Hot Desking) allows users to associate their profiles with a different device (phone). It is typically used for temporary employees visiting offices. A Company can set up a Hot Desk with a phone and a visiting employee can use the phone with their own profile.

Hoteling functionality is delivered via two separate services, Hoteling Host (phone) and Hoteling Guest (a user using the alternative phone to their own phone).

- > User accounts with the Hoteling Host service assigned allow their devices (phones) to host other Hoteling Guest users.
- > Users that have the Hoteling Guest service assigned can be associated with a Hoteling Host user and use the Hoteling Host user's phone with their profile.
- > Subscribers with the Hoteling Guest assigned associate themselves with Hoteling Host via the IP Tel Manager portal or the Voice Portal.

From the IP Tel Manager portal, users select and idle host and associate their service profiles with this host.

From the voice portal, users dial in from the host phones they wish to associate their service profiles with. After entering their identities and passwords, they invoke the Hoteling menu and can associate their service profiles with the host phone.

There is a time limit for the association of the guest to a host. This can only be configured by Customer Group Administrators and is visible only at user level

The value can be between 0 – 99 hours with 24hrs as the default. The guest timeout setting is a timer that will automatically dissociate the guest from the host after the specified period of time.

CONFIGURING THE HOTELING HOST

Both the Hoteling Host and Hoteling Guest are configurable at the user level or above. When authorised and assigned to a user, links to configuration pages for Hoteling Host and Hoteling Guest appear under the Call Control section in the menu option for that user.

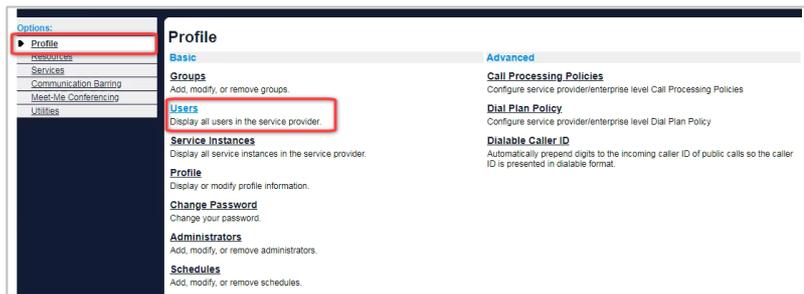
All levels of users can configure the Hoteling Host and Hoteling Guest features except for the hoteling host association time limit value. This can only be configured by the Customer Administrator level and above.

The *User > Call Control > Hoteling Host* page is used to configure a user account and its associated device as a host for temporary guest users.

Login to Vocus IP Tel Manager.

On the *Group > Profile* menu page:

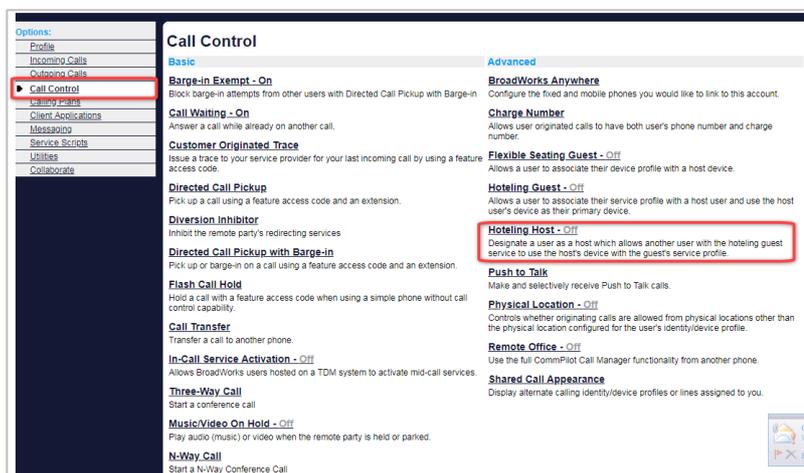
1. Click **Users**.



2. Click **Search** to display a list of users in your group.
3. Click **Edit** or any item on the row for the user.



4. Click **Call Control**.
5. Click **Hoteling Host**.



6. Check the **On** and **Off** radio buttons to enable or disable the service.
7. Check the **Enforce Association Limit** box, specify the maximum length of time guests may associate themselves with this user account.



If a guest is currently associated with this user account, the Associated Guest area of the page displays the identity of the guest user.

8. Click .

Note: A user may not be both a hoteling host and a hoteling guest at the same time. If both of these services are assigned to a user, that user will be unable to accept any guests or associate with any hosts until one of these services is unassigned.

CONFIGURING THE HOTELING GUEST

The Hoteling Guest service is assigned to users that require the Hoteling functionality and need their services available from different locations, i.e. company employees that travel and need their profile to make calls to & from different phones in different locations.

The Hoteling Guest allows a user to associate their profile with a host user and use the host users' device as their primary device.

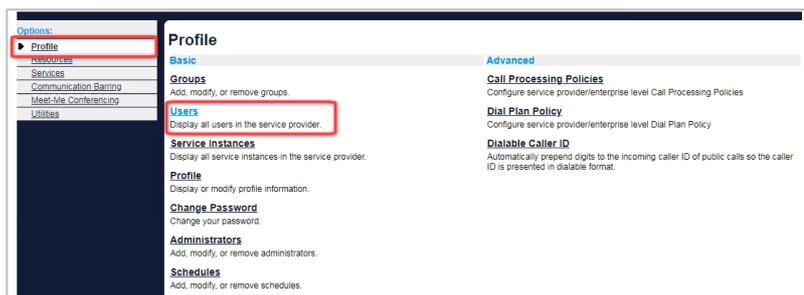
The association time can be configured at user level or above. This setting is used to set a timer that will automatically dissociate the guest from the host when the timer expires. The timeout value must be greater than 0 and less than the association time limit configured on the host

The User>Call Control>Hoteling Guest page allows a user to associate their service profile with a Hoteling Host user

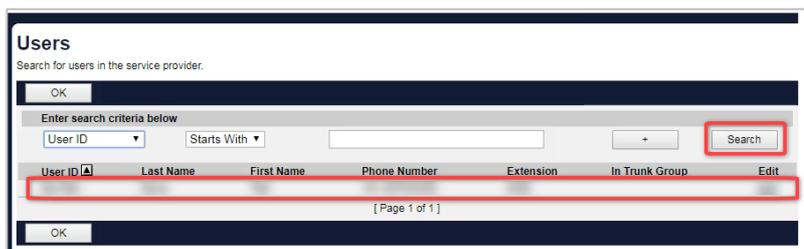
Login to Vocus IP Tel Manager.

On the *Group > Profile* menu page:

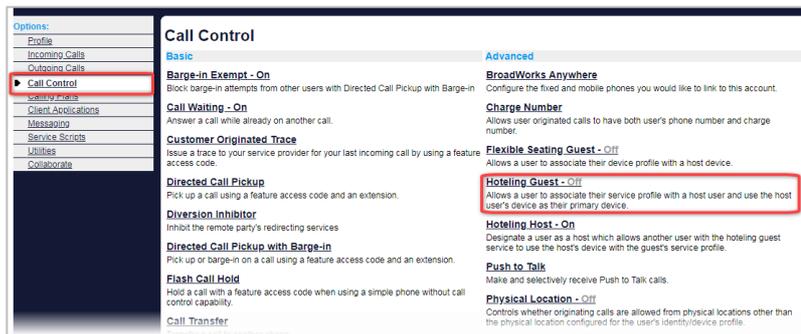
1. Click **Users**.



2. Click **Search** to display a list of users in your group.
3. Click **Edit** or any item on the row for the user.



4. Click **Call Control**.
5. Click **Hoteling Guest**.



6. Click **Hoteling Guest On**
7. Enter a timeout limit in the **Limit Association to** field.

The Association Timeout must be equal to or less than the Association Timeout of the Hoteling Host.

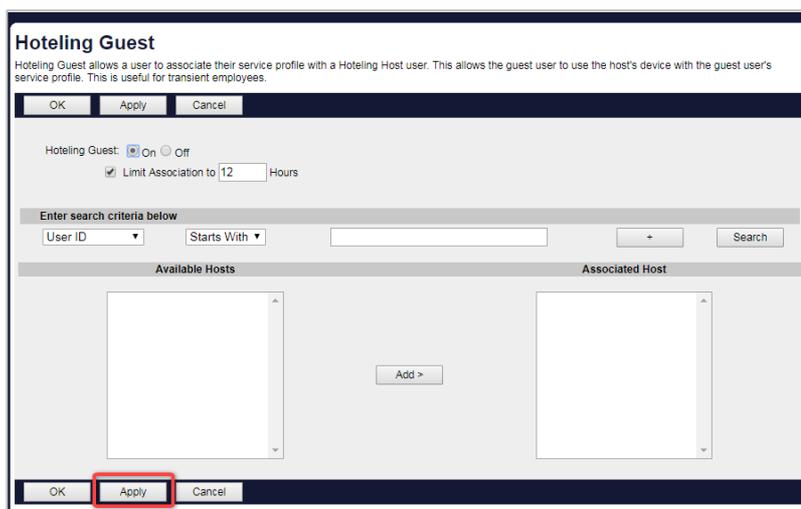
8. Click .

This will display a list of Available Hosts

9. On the Available Hosts column, select the host.

10. Click .

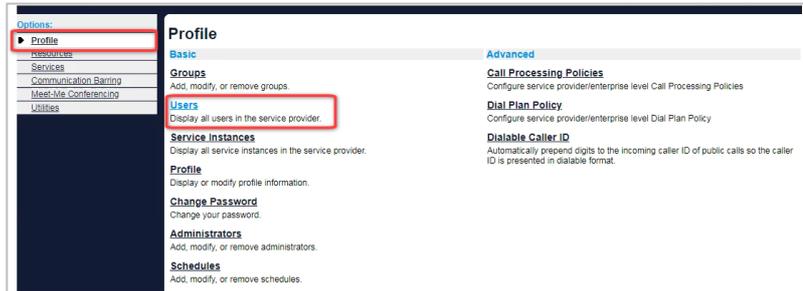
11. Click .



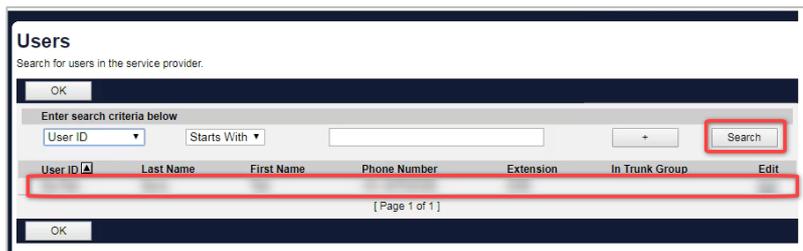
TO DEACTIVATE YOUR PHONE DEVICE AS A GUEST

Login to Vocus IP Tel Manager.
On the *Group > Profile* menu page:

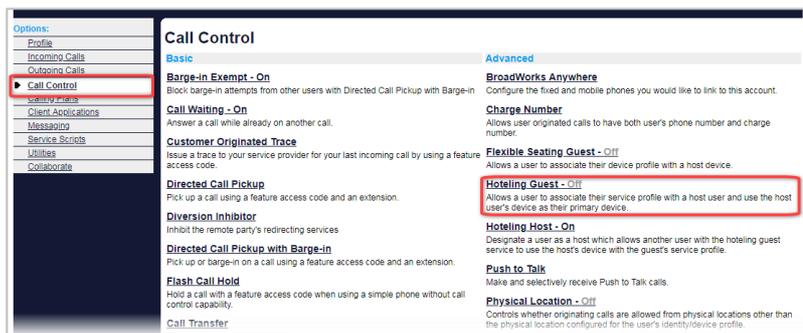
1. Click **Users**.



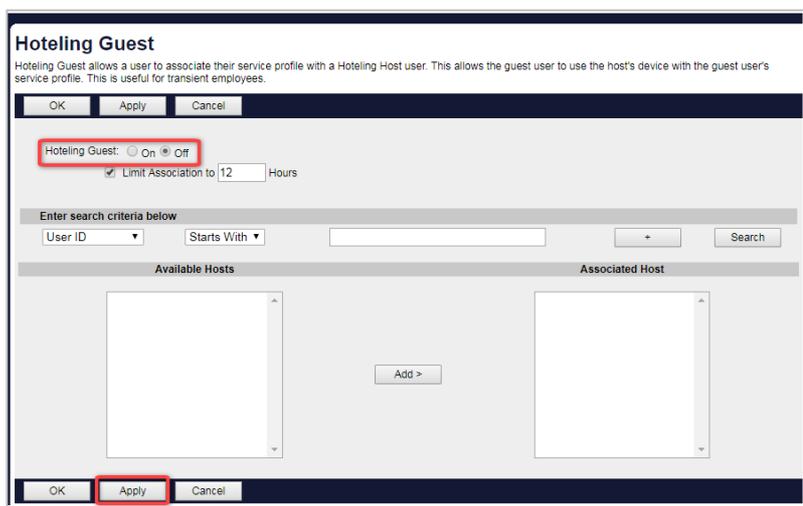
2. Click **Search** to display a list of users in your group.
3. Click **Edit** or any item on the row for the user.



4. Click **Call Control**.
5. Click **Hoteling Guest**.



6. Click **Hoteling Guest Off**.
7. Click **Apply**.



ASSOCIATION AND DISSOCIATION VIA VOICE PORTAL

Associating a guest with a host via the voice portal is done via the guest user’s voice portal. The “Access Hoteling” option is only available if ALL conditions are met.

- > The Voice Portal is accessed by a user account with the Hoteling Guest service assigned.
- > The voice portal is accessed from the host user’s phone, i.e. the Hoteling Host service is assigned and enabled.
- > The access level that configured the Hoteling Host service is compatible with the type of access being made.

The guest user must dial into the voice portal and enter their User ID and password. From the Hoteling options menu, a user can associate and dissociate, or check the host’s status.

DEFAULT KEY	OPTION
1	Check Host Status
2	Associate with Host
3	Disassociate from Host
4	Return to Main Menu
#	Repeat Menu

1. *Check Host Status*

If the status option is chosen, the system provides an indication of whether or not the host is associated with a guest, and the identity of the guest user.

2. *Associate with Host*

If the associate option is chosen and the host is not currently associated with a guest, then the user is played a message indicating the association was successful. The guest association timeout is set to the association time value configured on the host. If the host is already associated with another guest, then the request is denied, and the user is informed that another guest is already associated with the host. If the guest user is already associated with another host device (phone), then that association is terminated, and a new association is made with the current host device.

3. *Disassociate from Host*

If the disassociate option is chosen, the associated guest user’s profile is disassociated from the host user’s device.