



Admin Hot Desking Configuration

Switchvox version 7.8 or later is required.

An *active Switchvox subscription* is required for initial setup and continued use of **Hot Desking**.

Hot Desking only works with Digium: D60s, D62s, D65s, P310s, and P315s

Implementing Hot Desking requires a **Switchvox Administrator** to carry out a few steps. Configuration changes must be made for both the desired phones, and also the users who will be enabled to use them. These steps are generally only done one time, and only need to be updated as part of normal system or user changes – such as, when a new user is added, or when adding an office location.

Here is a summary of the steps that must be taken:

Setup your Emergency Calling Rules

Phones configured for **Hot Desking** in **Switchvox** are able to dial *emergency numbers* when in a Logged Out state. To accomplish this, the phone uses the *Emergency Calling Rules* and *Caller ID Number* from the Phone Location to which it is assigned.

Before creating a Phone Location, you must first create the *Emergency Calling Rules*.

An **Emergency Calling Rule** is an *Outgoing Call Rule*.

Your system might have only one **Emergency Calling Rule** (such as 911 routed out the sole SIP trunk), or it might have numerous.

Before proceeding to create your **Phone Locations**, review the **Outgoing Call Rules** and ensure that the appropriate rules are set to function as *Emergency Calling Rules*.

A screenshot of a web interface for configuring a rule. The title is "Rule Final". There are two toggle switches, both currently set to "YES" and highlighted in green. The first toggle is labeled "Is this rule final?". The second toggle is labeled "Emergency Calling Rule". At the bottom of the form is a blue button with the text "Save Outgoing Call Rule" and a white checkmark icon.

Create Your Phone Locations

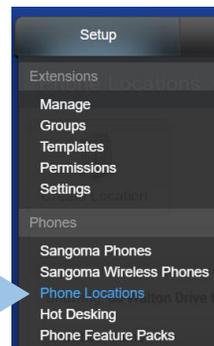
Phone Locations were introduced in **Switchvox Version 7.8**.

Their use is generally optional but required in order to make use of **Hot Desking**.

Switchvox does not limit the number of Phone Locations which can be created. Administrators may choose the number of locations that they wish to employ for their business. For example, you may need to have one Location for a given office site; or may elect to define a Location for each floor in a building; or any other subdivision deemed appropriate, even down to individual rooms.

Access the Admin Web Suite and navigate to
"Setup > Phones > Phone Locations"
in the top menu.

Click the "Create Location" tab



Example of Create Phone Location Creation Window

Name:

A unique name for this Location. This name is displayed in logs and on assigned phones when logged out. The name **DOES NOT** get sent to emergency services; it is not an e911 address.

Outgoing Caller ID Number:

This is the caller id number that is used by all phones assigned to this Location when an emergency call is placed.

Priority	Name	Description
1	911	
2	EU Emergency	
3	FR Emergency	

Emergency Call Rules:

A list is provided of all *Outgoing Call Rules* which are flagged as an **Emergency Calling Rule**. One or more rules must be selected to be used at this Location. Select Calling Rules which are not applicable to the *Phone Location* and click the button.

Confirm that all expected Emergency Calling Rules are present and set to Allow, with the button. If an expected rule is not listed, then it likely needs to have its configuration updated to set it as an Emergency Calling Rule.

Click the **Create Location** button at the bottom to save the Phone Location

If location is already in there, the button will become **Edit Location**

Assign Phones to Locations and Enable Hot Desking

Once your Phone Location has been created, you may assign phones to it, including those which will be used for **Hot Desking**. Phones can be assigned to a Location and enabled for **Hot Desking** in two different ways: with the **Quick-Create Desk Phone Assignments** tool, or in the **Hot Desking** section.

If you are deploying NEW phones for use in **Switchvox**, the **Quick-Create Desk Phone Assignments** tool is the preferred method. With this tool, you are able to assign the Location and enable **Hot Desking** immediately upon the phone's first configuration with **Switchvox**.

Access the Admin Web Suite and navigate to "Setup > Sangoma Phones" in the top menu.

Click the "Quick-Create Assignments" tab



Location:

New desk phones can be assigned to a Location using this option

Assign for Hot Desking:

Disabled by default, this option configures the phone for **Hot Desking**. A Location is required when Hot Desking is set to Yes. Please note that all Sangoma Phones do not have the **Log In/Out** feature needed for **Hot Desking**.

Extension:

Required when not assigning a phone for Hot Desking.

Phone MAC Address:

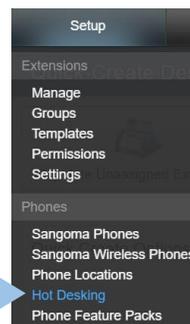
The MAC address for the Sangoma Phone being assigned is always required.

A screenshot of the "Quick Create Options" form. It includes a "Location" dropdown menu set to "SD Office, Floor 1", an "Assign for Hot Desking" checkbox set to "Yes", and a table for "Desk Phones to Assign". The table has columns for "Extension", "Phone MAC Address", and "Actions". There are three rows, each with a red 'X' in the Actions column. A "Save All Assignments" button is at the bottom.

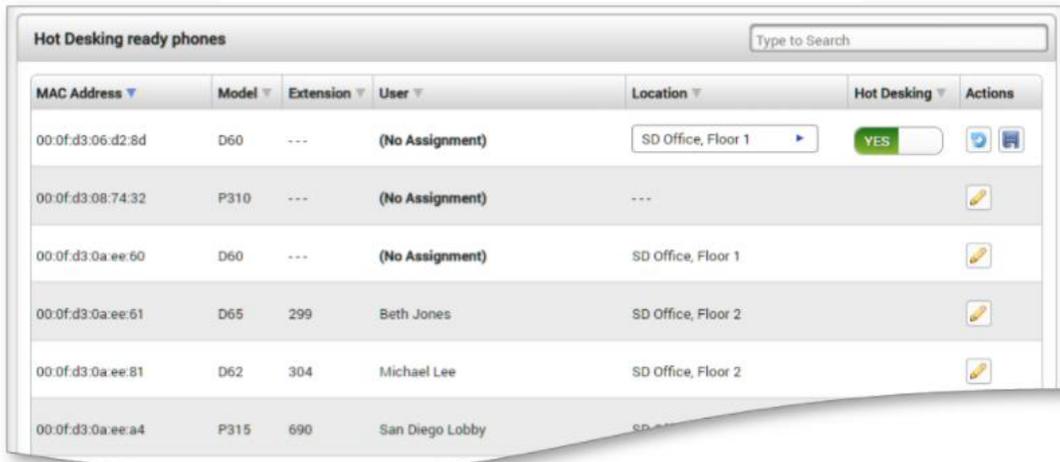
Extension	Phone MAC Address	Actions
	00:19:15:9b:f7:04	X
	00:0f:d3:0b:a2:3b	X
		X

If you are modifying the configuration of an EXISTING phone, the **Hot Desking** section of the Admin Web Suite is the preferred method to assign Phone Locations and enable **Hot Desking**.

Access the Admin Web Suite and navigate to "Setup >" in the top menu.



Example of “Hot Desking Ready Phones” Window



The screenshot shows a window titled "Hot Desking ready phones" with a search bar in the top right. Below the search bar is a table with the following columns: MAC Address, Model, Extension, User, Location, Hot Desking, and Actions. The table contains six rows of data.

MAC Address	Model	Extension	User	Location	Hot Desking	Actions
00:0f:d3:06:d2:8d	D60	---	(No Assignment)	SD Office, Floor 1	<input checked="" type="checkbox"/>	 
00:0f:d3:08:74:32	P310	---	(No Assignment)	---	<input type="checkbox"/>	
00:0f:d3:0a:ee:60	D60	---	(No Assignment)	SD Office, Floor 1	<input type="checkbox"/>	
00:0f:d3:0a:ee:51	D65	299	Beth Jones	SD Office, Floor 2	<input type="checkbox"/>	
00:0f:d3:0a:ee:81	D62	304	Michael Lee	SD Office, Floor 2	<input type="checkbox"/>	
00:0f:d3:0a:ee:a4	P315	690	San Diego Lobby	SD Office, Floor 1	<input type="checkbox"/>	

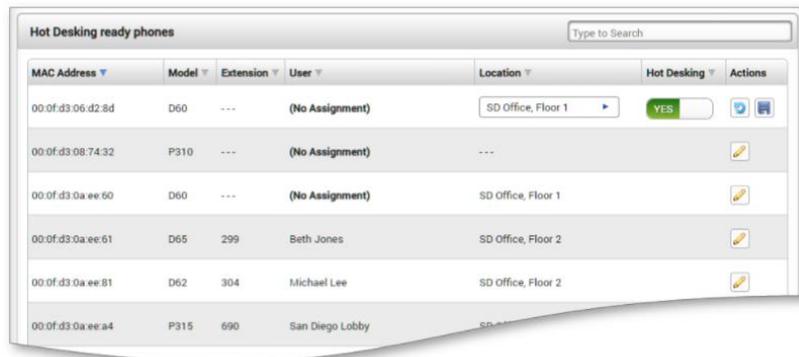
The **Displaying** tab at the top of the page allows you to filter the list of phones in the following ways:

- **All:** Default. All phones known to Switchvox, including those which have been assigned by MAC Address, but never yet registered to the system.
- **Hot Desking Enabled:** Phones which are configured for Hot Desking.
- **Hot Desking Disabled:** All phones which are not configured for Hot Desking.
- **No Location:** Phones which are not assigned to a Phone Location.
- **<Location Name List>:** Phones which are assigned to the Phone Location selected here.

The **Search** box in the top right may be used to further filter the phone list using values in any of the columns. The table includes the following sortable columns:

- **MAC Address:** This is the MAC Address of the desk phone. This will typically have been entered into **Switchvox** using the server assignment method described in “Sangoma Phone Assignments,” or identified when the phone was configured to **Switchvox** by the phone user.
- **Model:** The model of the phone is listed here if it is known. This value may say “None” if it was added via server assignment, but the phone has not yet registered to the system. Consequently, **Switchvox** does not yet know the model of the phone. Further, please note that **Switchvox** will enable you to assign the phone for Hot Desking, so that it will automatically configure itself as expected when it first registers. However, if the phone is not a model that is capable of Log In, then it will persist in a Logged Out state indefinitely.
- **Extension:** If the phone has been assigned to a user, or if the **Hot Desking**-enabled phone is currently Logged In, then the extension number is listed here.
- **User:** Name of the user, whether assigned or Logged In. A **Hot Desking**-enabled phone will list “(Logged Out)” if there is currently no user. If the phone has no assignment, then “(No Assignment)” will be displayed.
- **Location:** If a Phone Location has been assigned, then the Location Name displays here.
- **Hot Desking:** A **green** check mark indicates that the phone is assigned for **Hot Desking**.

Steps to Enable Hot Desking



The screenshot shows a web interface titled "Hot Desking ready phones" with a search bar and a table of phone configurations. The table has columns for MAC Address, Model, Extension, User, Location, Hot Desking, and Actions. The first row is highlighted, showing a phone with MAC Address 00:0f:d3:06:d2:8d, Model D60, Extension ---, User (No Assignment), Location SD Office, Floor 1, and Hot Desking set to YES. Other rows show various phone models and users.

MAC Address	Model	Extension	User	Location	Hot Desking	Actions
00:0f:d3:06:d2:8d	D60	---	(No Assignment)	SD Office, Floor 1	YES	[Edit] [Reset]
00:0f:d3:08:74:32	P310	---	(No Assignment)	---		[Edit]
00:0f:d3:0a:ee:60	D60	---	(No Assignment)	SD Office, Floor 1		[Edit]
00:0f:d3:0a:ee:61	D65	299	Beth Jones	SD Office, Floor 2		[Edit]
00:0f:d3:0a:ee:81	D62	304	Michael Lee	SD Office, Floor 2		[Edit]
00:0f:d3:0a:ee:a4	P315	690	San Diego Lobby	SD Office, Floor 1		[Edit]

1. Use the filter, search, and sort to locate the phone you wish to modify.
2. Confirm that the phone is a model that is capable of Log In with **Hot Desking**:
Digium Phones: D60, D62, D65, P310, or P315.
3. Click the “Modify Phone Settings” under Actions at the right of the phone entry.
4. The row will become editable, revealing a dropdown list of all Phone Locations and a toggle for Hot Desking.
5. Select the appropriate Phone Location from the dropdown menu.
6. Toggle the switch in the **Hot Desking** column to YES.
7. Click the “Save Phone Settings” button at the right. *Alternatively, if an error was made, click the “Reset Changes” button to revert the settings, close the row from edits and start over.*

These steps can be repeated for each of the phones which need to be deployed for **Hot Desking**. Phones can also have **Hot Desking** disabled using similar steps, and a phone’s assigned Location may be modified here.

However, a Phone Location assignment cannot be removed while a phone is configured for Hot Desking.

When changing the *Phone Location* or **Hot Desking** assignment to a registered phone, an update will be sent to the phone for automatic reconfiguration once the phone is in an idle state. Your **Hot Desking** phones are now ready, and the users which are permitted to Log In to them must now be configured.

Configure Users Who Will Use Hot Desking Phones

A user must have a Sangoma **Hot Desking** phone assignment in order to Log In to a **Hot Desking** phone. This assignment is set in the Setup Extensions>Manage Phones feature.

When a **Hot Desking** “*extension*” is created under the user’s Manage Phones section, a user can:

- Not be permitted to log into the Hot Desking phones.
 - This is the default; the user does not have any phone assignment of type Sangoma Hot Desking.

- Only log into Hot Desking phones.
 - This approach is used for employees that will log in and out of a desk phone each workday. The preferred configuration is for the Sangoma Hot Desking phone assignment to be made on their Main Phone extension. However, it can also be assigned as an Additional Phone, if the Main Phone is being assigned to a softphone, such as Sangoma Connect.
- Have one or more permanent phone assignments, and also be able to log into Hot Desking phones without affecting their other phones.
 - This approach is useful for employees that have a permanent personal phone assignment, but also travel to other locations which have Hot Desking phones. When a user is configured with an assigned main phone and has an additional phone assignment for Sangoma Hot Desking, they are able to Log In/Out of Hot Desking phones without affecting their regular office phone. When the user logs into a Hot Desking phone, its settings (such as Rapid Dial) are updated to the user's personal preferences.

An example of the Manage Phones interface is shown below.

In this example, the user has a D80 as his main personal phone assignment. He has also been configured to be able to use the *Switchvox Desktop Softphone* and the *Sangoma Connect Mobile* phone. Finally, he has had an additional phone assignment added of type *Sangoma Hot Desking*, and is now able to *Log In* on the *Hot Desking* phones configured on this *Switchvox* server.

Extension	Label	Phone Model	Key	Actions
780	Main Extension	D80	1	[Edit]
781	laptop	Switchvox Desktop Softphone	2	[Edit] [Delete]
782	mobile	Sangoma Connect Mobile	3	[Edit] [Add] [Delete]
783	flex workspace	Sangoma Hot-Desking	4	[Edit] [Delete]



Not Just Talk. Open Communications.™

38 High Ridge Rd, Redding, CT 06896
 730 Bluepoint Road, Holtsville NY 11742
 1-203-938-8400 service@cci.tel 1-631-447-9000
 Connecticut New York

