

# Hot Desking



Hot desking is a new feature available to Office@Hand customers, allowing multiple users to log in to a shared Polycom desktop phone.\* Office@Hand users can log in to these common phones and use them like their personal desktop phones, with access to personal extensions, saved settings, voicemail and much more.

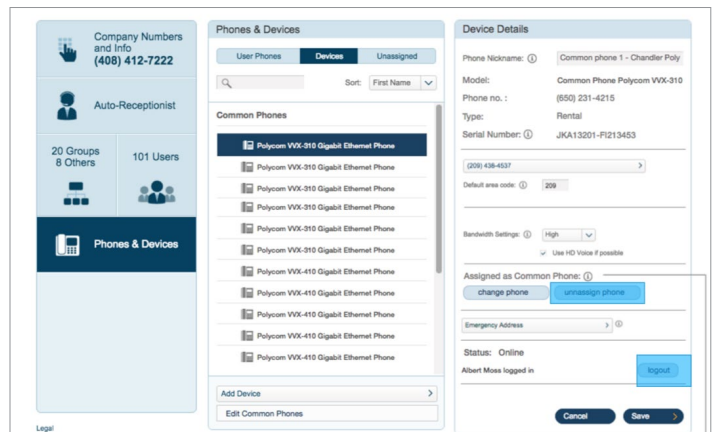
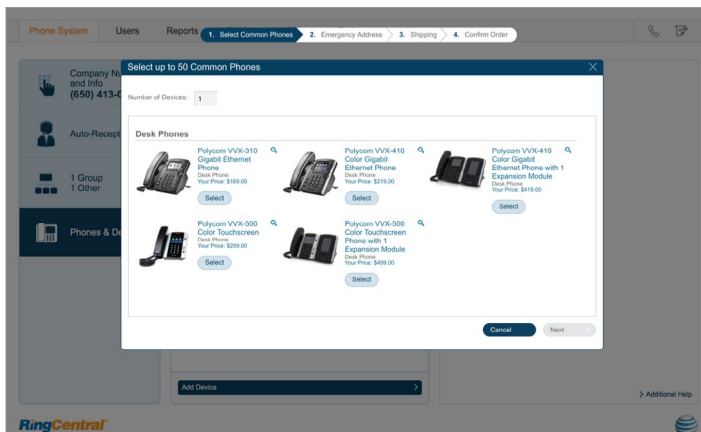
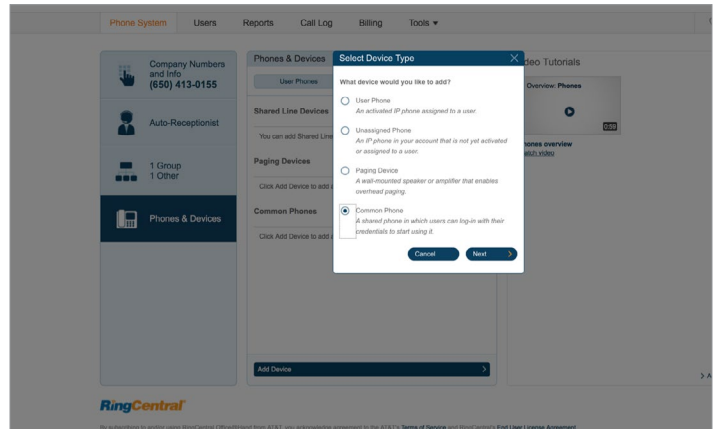
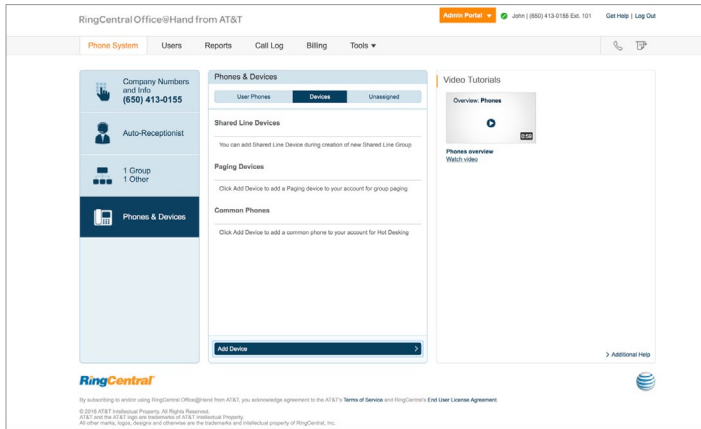
## Features and benefits

- Allows Office@Hand subscribers\* to associate their own personal user accounts with a shared Polycom desktop phone.
- Users can log in with their personal account credentials or as a guest user.\*\*
- Administrators can automatically set hot desking session expiry times to log out to avoid account misuse.\*\*\*
- Once users log out of hot desking, all personal data and settings will be removed from the phone.
- Emergency Service Calling is available without user login credentials.
- **Maximize on company investments:** Maximizes usage per phone by allowing employees with flexible schedules, remote workers, and those traveling on business to use shared phones securely while working on the company premise anywhere anytime.
- **Reduce costs:** Reduce IT hardware and workstation costs per employee.
- **Boosts company-wide productivity:** Lets field sales and remote employees stay connected with hot-desking phones when visiting different offices.
- **Personalize your phone experience:** Allows employees to access their own extensions, profiles, voicemail, and other phone features while using shared hot-desk phones in different offices.
- **Preserve Emergency Service capabilities:** Although shared phones do not support inbound or outbound calls without a user being logged in, calls to emergency services can still be made by anyone.

# How it works

## Setting up your hot desking service

An administrator must either transfer a phone orders a new Polycom phone as a “common phone.” Once the selected Polycom phone has been added to the common phone pool, Office@Hand user accounts\* within the organization can take advantage of the service.



Once a shared phone is registered in the common phone pool by the administrator, users simply press the Login soft key or hit \*90 to be prompted to enter their extension number and pin assigned by the administrator. To log out, they simply click the Logout soft key or hit \*91.



- \* Hot desking only works with the following Polycom VVX devices: 310, 401, and 500. Service is only available for Premium and Enterprise customers.
- \*\*A guest account must be enabled with a paid Office@Hand service plan with a functioning direct line. Common desktop phones without a guest account will have limited features (no inbound/outbound calling access, no feature access).
- \*\*\*Session expiry time for logout set for 12 hours by default.