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 or order 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 desk ing 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.