



# Using Hoteling on Polycom® Phones

Do your employees use shared phones and workspaces? If so, you can save valuable office space and money by using Hoteling on your Polycom® phones. The Hoteling feature enables users to use any available shared phone by logging in to a guest profile. After logging in, users have access to their own guest profile and settings on the shared phone.

This feature profile applies to Polycom® SoundPoint® IP 450, 550, 560, 650, and 670 desktop phones configured with the BroadSoft BroadWorks R17 platform and running UC Software 4.0.2 and later.

The Hoteling enhancement is independent of the feature synchronized Premium Automatic Call Distribution (ACD) feature, meaning users can use Hoteling whether the Premium ACD feature is enabled or disabled.



**Web Info: Understanding How To Use the ACD Feature With Hoteling**

To understand how to use the ACD feature, see [Feature Profile 57216: Using Feature Synchronized Automatic Call Distribution](#).

To understand how to use Hoteling with the ACD feature, see [Feature Profile 76179: Using Premium Automatic Call Distribution for Call Centers](#).

Hoteling allows users to log in to a guest profile on a shared phone. Once users have logged in to their guest profile, the shared phone acts exactly like their own phone—all their network features, phone number(s), and dial plan capabilities are available on the shared phone.

See the following table for a summary of phone models compatible with Hoteling, dependencies, and available documentation.

**Table 1: BroadSoft Hoteling Feature at a Glance**

Released:	<b>March 2012</b>	Dependencies:	<b>BroadSoft BroadWorks R17</b>
Applies to models:	<b>SoundPoint IP 450, 550, 560, 650, 670</b>	Security issues:	<b>Users will need login credentials</b>
Applicable UC Software version(s):	<b>UC Software 4.0.2 and later</b>	Limitations:	<b>Only works for private lines</b>
Main business size:	<b>Enterprise</b>	Maintenance:	<b>One-time setup</b>

Primary users:	<b>Call centers</b>	Available documentation:	<a href="#">Polycom UC Software 4.0.1 Administrators' Guide</a>
Required Licenses :	<b>None</b>	Required Resources :	<b>XML editor; administrator access to BroadWorks platform</b>

## Enabling Hoteling

To use Hoteling, you will need to first enable Hoteling on the BroadWorks platform by creating a host profile and a guest profile, and then enable Hoteling on a phone using the **features.cfg** template configuration file included in your UC Software.



**Note: Use Hoteling on a Private Line, Not a Shared Line**

You can use Hoteling on only a private line, not on a shared line.

## Enabling Hoteling on the BroadWorks Platform

This section shows you how to enable Hoteling on the BroadWorks platform. To enable Hoteling on the BroadWorks platform, you will need to configure a host profile and a guest profile.

The host profile is your shared phone's default configuration. Your shared phone uses the host profile in its logged out state. You can assign users permission to log in to certain phones via Broadsoft Broadworks.

You can assign guest profiles to users who require hot desking functionality. If a user has permission to use a shared phone, then they may use their own credentials to log in, and the shared phone will temporarily display the user's guest profile until they log out.

While displaying a user's guest profile, the shared phone's line indicator will show the user's own phone number, and the user can receive any calls made to their own number on the shared phone.

### To configure a host profile:

- 1 Navigate to a user's profile.
- 2 Assign the *Hoteling Host* service to the user.
- 3 Navigate to the **Call Control** menu and enable the user as a *Hoteling Host*.

### To configure a guest profile:

- 1 Navigate to a user's profile.
- 2 Assign the *Hoteling Guest* service to the user.
- 3 Navigate to the **Call Control** menu and enable the user as a *Hoteling Guest*.

When this user logs in to their guest profile on a shared phone, their own ID will display on the phone's user interface.



#### Note: Configuring Duration of Guest Profile Login

You can configure the duration of a guest profile login—the maximum time after which the BroadWorks platform automatically logs the user out of the guest profile.

## Enabling Hoteling on Phones

After setting up Hoteling on the BroadWorks platform, you can enable Hoteling on your phones by editing the configuration parameters in the table shown next. You can locate these parameters in the **features.cfg** template configuration file included in your UC Software. For more information, see the [Polycom UC Software 4.0.1 Administrators' Guide](#).

**Table 2: Configuration Parameters for the Hoteling Enhancement**

Configuration Parameter	Permitted Values	Default Value	Description
<code>feature.hoteling.enabled</code>	0 or 1	0	If 0, Hoteling is disabled. If 1, Hoteling is enabled.
<code>hoteling.reg</code>	1 to 34	1	If ACD is disabled, the phone will use this line registration index for Hoteling. If ACD is enabled, this value must be the same as the ACD line registration index.



#### Web Info: Enabling Feature Synchronized ACD

To learn more about enabling and disabling feature synchronized ACD, see [Feature Profile 57216: Using Feature Synchronized Automatic Call Distribution](#).

### To enable Hoteling:

- 1 Open the **features.cfg** template configuration file.
- 2 Locate the parameter `feature.hoteling.enabled` and set its value to **1**.
- 3 Locate the parameter `hoteling.reg` and set its value to the line registration you will use for Hoteling.

You've successfully enabled the Hoteling feature on your phone.



#### Admin Tip: Using Hoteling Without ACD

If you want to use Hoteling without ACD, but ACD has been previously enabled, you can disable ACD by setting the parameter `voIpProt.SIP.acd.signalingMethod` to 0.

## Using Hoteling on Phones

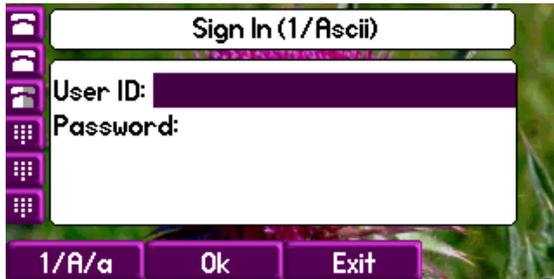
Once you enable the Hoteling enhancement on a phone, you can share the phone between different users, who can log in to and out of guest profiles on the phone. This section shows you how to log in to a guest profile on a shared phone when Hoteling is enabled.

### To log in to a shared phone:

- 1 Press the **GuestIn** soft key, shown next.



The *Sign In* screen displays, shown next.



- 2 Enter your user ID and password, and press the **Ok** soft key.

The phone will verify your login credentials with the BroadWorks platform. After successful verification, the phone will display your guest profile, shown next.



**Note: If You See the Invalid Credentials Message**

If you receive the Invalid login credentials error message, try re-entering your login credentials. By default, you can re-enter your login credentials up to five times, after which your account will be locked. If you lock your account, contact your BroadWorks administrator.

**To log out of a shared phone:**

- Press the **GuestOut** soft key, shown above.

Your phone will display the host profile.





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Hoteling provides your organization with a simple way to support a hot desking environment, and allows multiple users to share one phone. This feature profile has shown you how to set up and enable Hoteling on Polycom phones.



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