



TIPT How to Guide

Hoteling on the Polycom VVX500

There are three different ways to enable/disable hoteling on the VVX500 handset. This document will describe the use of the GuestIn and GuestOut softkey.

Dependencies

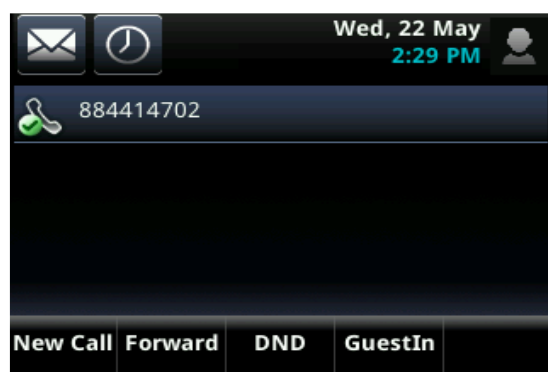
- ✚ VVX500 Handset with SIP firmware of 4.1.3 or greater
- ✚ Appropriate Hoteling feature / service pack assigned to handset and user
- ✚ DMS tag %HOTELING% has been set to 1 for handset
- ✚ Extension number and Voice Portal PIN

Overview

Hoteling (Hot Desking) allows users to associate their service profiles with a different compatible device. It is typically used for transient users. An organisation can set up a Hot Desk with a phone and a visiting user can use the phone with the visiting user's service profile. The shared phone will behave exactly like their own phone in that all network features, phone numbers and dial plan capabilities are available on the shared phone.

Note: The platform will allow you to GuestIn to only one host at a time. The platform will automatically log you out off any existing associations when a new one is created.

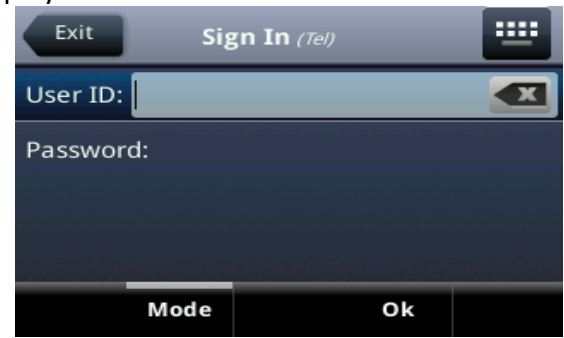
Logging In to a shared phone



Press the **GuestIn** soft key shown on the handset.



The Sign In screen displays:



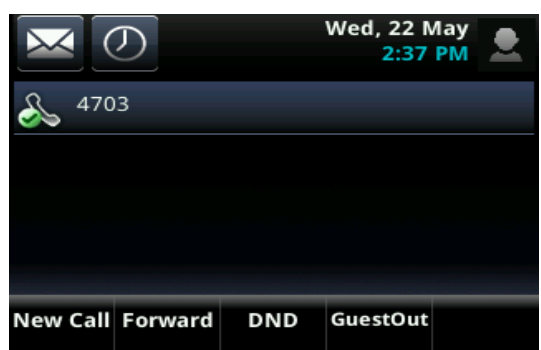
Enter your user ID and password and press the **Ok** soft key.

- User ID – Extension number of user
- Password – Voice Portal PIN

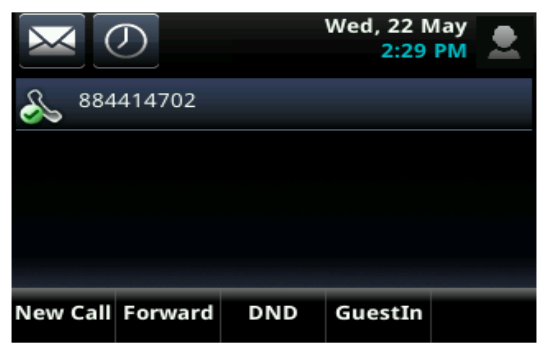
The phone will verify your login credentials with the TIPT (BroadWorks) platform. After successful verification, the phone will display your extension as the line number.

Logging out of a shared phone

Press the **GuestOut** soft key shown on the handset.



The handset will now default back to the original host profile.



Note: Regardless of the handset state you will always be able to make a 000 call. Emergency calls made from any handset will always show the CLID of the host user. The call will be flagged with Emergency Services as coming from an untrusted location and the operator will confirm the physical location. This is the same process as all standard TIPT services.

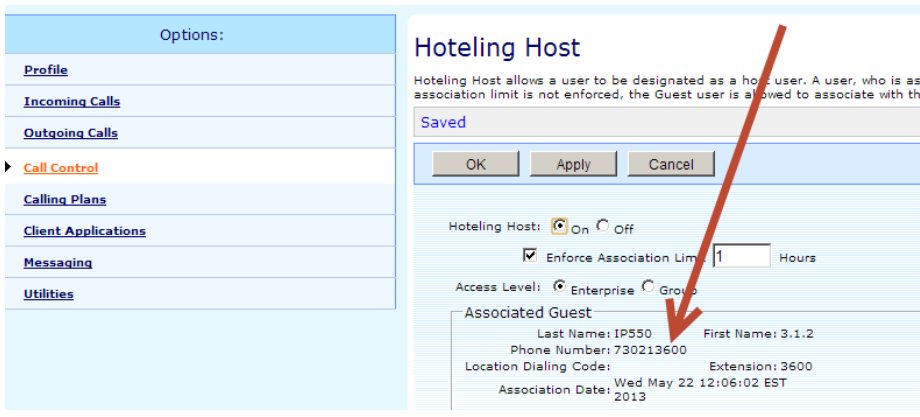




How to check the status of a Host service

The customer group administrator or host user can check the details of any user connected to their device via the TIPT portal.

- User Profile ➤ Call Control ➤ Hoteling Host

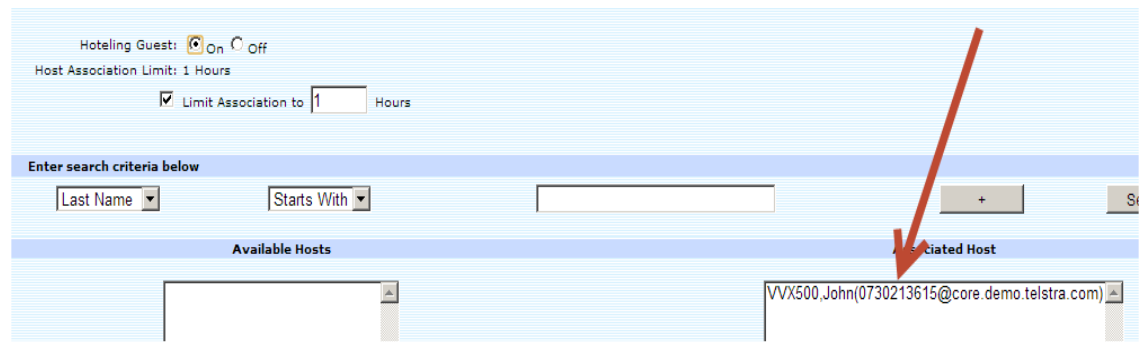


This screen will show you who is associated to the handset the extension number and association time.

How to check the status of a User association

The customer group administrator or guest user can also check the details of which host service that they have connected to via the TIPT portal.

- User Profile ➤ Call Control ➤ Hoteling Guest



This screen will show you where the user is associated the time the association was made and the default association time limit.