

How to use Hot Desking on Yealink Phones

Written by Anita, 2010-04-14

1. Overview

Hot Desking allows users to login their personal accounts on different phones anywhere.

Yealink Phones (T28/T26/T22) support two Hot Desking modes in version 50(x.50.x.x) and higher:

Basic mode, this method doesn't need server supports.

Advanced mode, this method needs server supports.

2. Application Scenario

Hot Desking originates from the definition of being the temporary physical occupant of a work station or surface by a particular employee.

Hot Desking is regularly used in places where not all the employees are in the office at the same time, or not in the office for very long at all, which means actual personal offices would be often vacant, consuming valuable space and resources.

With the growth of mobility services, Hot Desking can also include the routing of voice and other messaging services to any location where the user is able to log in to their secure corporate network. Therefore their telephone number, their email and instant messaging can be routed to their location on the network and no longer to just their physical desk.

3. Operation Flow

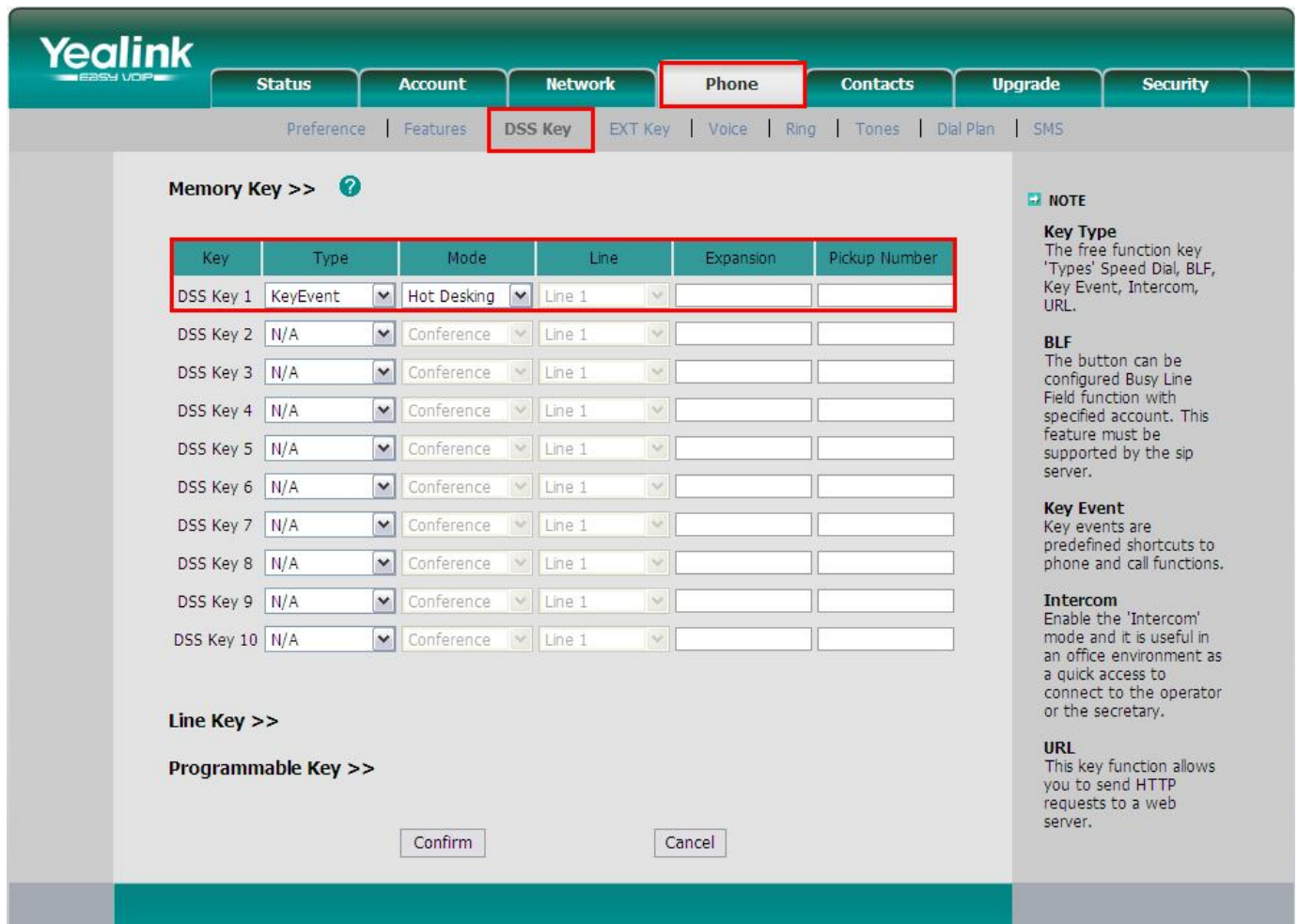
3.1 Basic Mode

The basic Hot Desking will delete all accounts on the phone and register the Hot Desking account in line 1.

3.1.1 There are three methods to configure the Hot Desking.

3.1.1.1 Access to the phone's web UI → Phone → DSS Key.

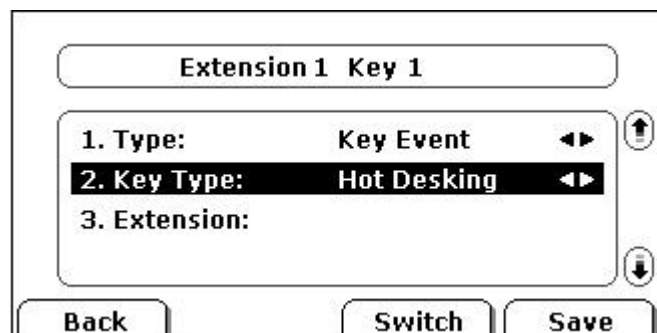
Choose the [Type] as KeyEvent, [Mode] as Hot Desking, and leave it blank in [Expansion] column. See the following picture.



3.1.1.2 It can be configured by provisioning, the configuration is like following parameters:

```
[ memory1 ]
Path = /config/vpPhone/vpPhone.ini
Line = 1
type =
Value = http://10.1.3.147/startup/init.php
Callpickup =
DKtype = 34
PickupValue =
```

3.1.1.3 If you connect the extension module, you can long press one of the buttons of extension module, and then you can see the screen as following picture:

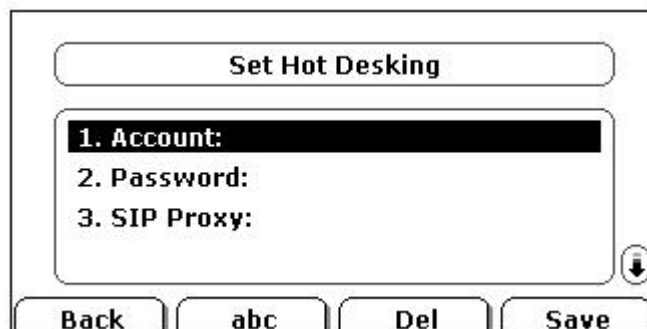


3.1.2 Press the pre-programmed DSSKey, the screen will show as below:



3.1.2.1 Press [Cancel], it will exit without continuing the Hot Desking.

3.1.2.2 Press [OK], it will display “Clear account config, please wait...”, then the account setting page will be displayed as below.



3.1.2.3 The phone will return to previous IDLE status under no-operation condition up to 60 seconds.

3.1.2.4 Fill in the Account/Password/SIP Proxy, press [Save] to bring settings into effect.

3.1.3 If you would like to exit from the basic Hot Desking mode, please re-do the step2, press [OK] to enter to the Hot Desking settings, and then press [Back].

3.2 Advanced Mode

Advanced Hot Desking mode delete only account 1 setting on the phone and register the account on that line.

3.2.1 There are three methods to configure the Hot Desking settings which are as same as Basic mode's, Please notice that you need to configure the correct URL in [Expansion] column(refer to the Memory Key 2 settings in following picture).

Key	Type	Mode	Line	Expansion	Pickup Number
DSS Key 1	KeyEvent	Hot Desking	Line 1		
DSS Key 2	KeyEvent	Hot Desking	Line 1	tra/startup/init.php	
DSS Key 3	N/A	Conference	Line 1		
DSS Key 4	N/A	Conference	Line 1		
DSS Key 5	N/A	Conference	Line 1		
DSS Key 6	N/A	Conference	Line 1		
DSS Key 7	N/A	Conference	Line 1		
DSS Key 8	N/A	Conference	Line 1		
DSS Key 9	N/A	Conference	Line 1		
DSS Key 10	N/A	Conference	Line 1		

NOTE

Key Type
The free function key 'Types' Speed Dial, BLF, Key Event, Intercom, URL.

BLF
The button can be configured Busy Line Field function with specified account. This feature must be supported by the sip server.

Key Event
Key events are predefined shortcuts to phone and call functions.

Intercom
Enable the 'Intercom' mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.

URL
This key function allows you to send HTTP requests to a web server.

Line Key >>
Programmable Key >>

Confirm Cancel

3.2.2 Press the pre-programmed DSSKey, the screen will show as below:

Initial Startup

Extension: _____

Password: _____

Exit BackSpace Submit

3.2.2.1 The phone will return to IDLE status under no-operation condition up to 60 seconds.

3.2.2.2 Fill in the Extension/Password, press [Submit] to save these settings .Please be patient for the phone to download the account information.

3.2.2.3 It will prompt the following message if register failure.

Authentication failed

Wrong credentials.

Close

3.2.3.4 It will display like the following picture. The [More] softkey is used for page turning, you can find the function like VoiceMail\Parking\Meet-me\ACD Agent\Queues\Music\Logout in addition to DND\Call

Fwd\Follow-me, you also can configure XML phonebook/XML Browser/Call list features, it depends on your service configuration.



3.2.3 Press [Logout] softkey to exit from the advanced Hot Desking mode when you don't want to use this feature, otherwise you will not be allowed to use the phone in the regular way without logout from Hot Desking mode.