



Grandstream Networks, Inc.

Hot Desking Configuration Guide



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SUPPORTED DEVICES

Following table shows Grandstream products supporting Hot Desking feature:

Model	Supported	Feature label	Firmware
GXP16XX Series			
GXP1610	Yes	Public Mode	1.0.3.28 or higher
GXP1620/1625	Yes	Public Mode	1.0.3.28 or higher
GXP1628	Yes	Public Mode	1.0.3.28 or higher
GXP1630	Yes	Public Mode	1.0.3.28 or higher
GXP17XX Series			
GXP1760	Yes	Public Mode	1.0.0.37 or higher
GXP1780/1782	Yes	Public Mode	1.0.0.37 or higher
GXP21XX Series			
GXP2130	Yes	Public Mode	1.0.7.25 or higher
GXP2140	Yes	Public Mode	1.0.7.25 or higher
GXP2160	Yes	Public Mode	1.0.7.25 or higher
GXP2135	Yes	Public Mode	1.0.7.25 or higher
GXP2170	Yes	Public Mode	1.0.7.25 or higher
GXV32XX Series			
GXV3240	Yes	Guest Login	1.0.3.92 or higher
GXV3275	Yes	Guest Login	1.0.3.92 or higher



INTRODUCTION

Hot Desking feature provides the ability to share the same desk phone by multiple users at different periods of time. Users can login to any Hot Desk-enabled phone (using same SIP server) by entering only extension ID and password, and start to make/receive calls or check messages using their own extension number.

Hot Desking feature can be used at shared/co-working offices, companies with fieldworkers, call centers where employees have flexible schedules, split shifts or work at multiple locations.

Using Hot Desking will help companies to use office space and equipment in more efficient way, minimize hardware phones cost, ensure employees accessibility and productivity from any Hot Desk-enabled phone and maintain the professionalism of a single office extension even in co-working or shared offices.



Important: Each extension that will be used with Hot Desking should have identical SIP User ID and SIP Authenticate ID on the server side. If your SIP server supports Hot Desking, make sure to enable it on the server before proceeding with below steps.

ENABLING HOT DESKING FEATURE ON GXP16XX

A. Configuring Hot Desking Feature (Public Mode)

Please refer to steps below to configure Hot Desking/Public Mode:

1. Access to phone's web GUI → **Accounts** → **Account 1** → **General Settings**.
2. Enter SIP server address in **SIP Server** field.
3. Click **Save** button.
4. Navigate to **Settings** → **General Settings**.
5. Set **Public mode** to **Yes** to enable the hot desking feature.
6. Press **Save and Apply** button.
7. **Reboot** the phone.

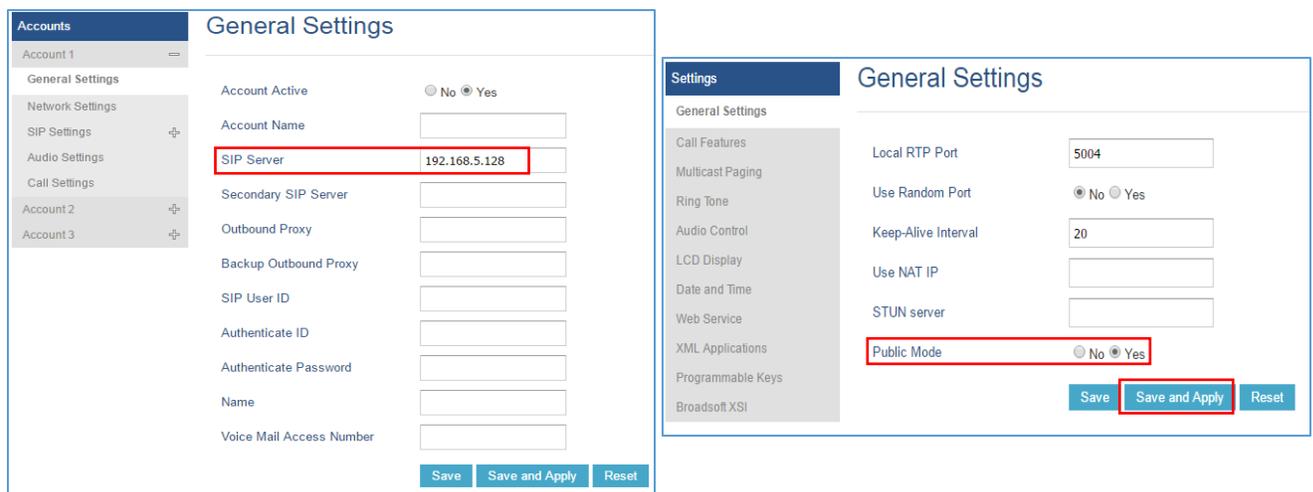


Figure 1: Public Mode - Web GUI Configuration on GXP1630

B. Agent Login

When the phone boots up with public mode enabled or after agent logout, the phone will prompt users to provide username and password to start using the phone.

Please refer to below steps to login in Hot Desking/Public Mode:

1. Enter the **Username** of SIP account to login with.

Note: The username should be the **SIP user ID** as configured on the server.



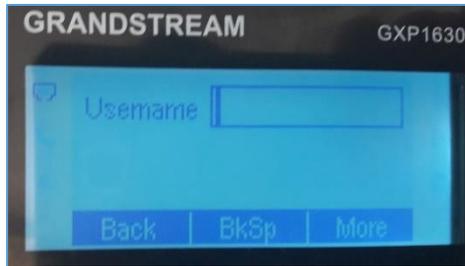


Figure 2: Public Mode Login on GXP1630 - Username

2. Press **Menu** button or press the softkey **More** → **OK** to confirm the entry.
3. Enter the **Password** of SIP account.

Note: The password should be the SIP user password as configured in the server

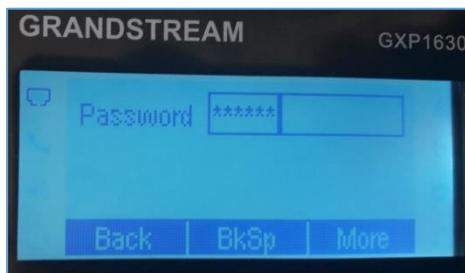


Figure 3: Public Mode Login on GXP1630 - Password

4. Press **Menu** button or press the softkey **More** → **OK** to confirm the entry.

A prompt message "Loading information" will be displayed while contacting the SIP server to authenticate; once done, the account will be registered and can be used on this phone.

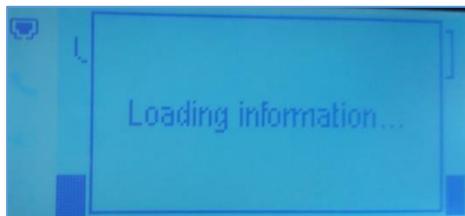


Figure 4: Public Mode - Loading information

Notes:

- When entering account information, press softkey **More** → **123/abc** to toggle input methods.
- To delete or modify an entry, press **BkSp** (Back space).
- If entered values are not correct or don't match SIP account settings, user will be invited to enter correct credentials.
- In login page, pressing **CONF** button on the phone will display phone's IP address.



C. Agent Log Out

After using the phone, users can disconnect from the Hot Desking/Public Mode to allow other users to work with this shared desk phone.

Please refer to following steps to log out:

1. Access the **Phone LCD Menu** settings by pressing the main **Menu** button.
2. Navigate to **Log out** to disconnect from the Hot Desking.



ENABLING HOT DESKING FEATURE ON GXP17XX

A. Configuring Hot Desking Feature (Public Mode)

Please refer to steps below to configure Hot Desking/Public Mode:

1. Access to phone's web GUI → **Accounts** → **Account 1** → **General Settings**.
2. Enter SIP server address in **SIP Server** field.
3. Click **Save** button.
4. Navigate to **Settings** → **General Settings**.
5. Set **Public mode** to **Yes** to enable the hot desking feature.
6. Press **Save and Apply** button.
7. **Reboot** the phone.

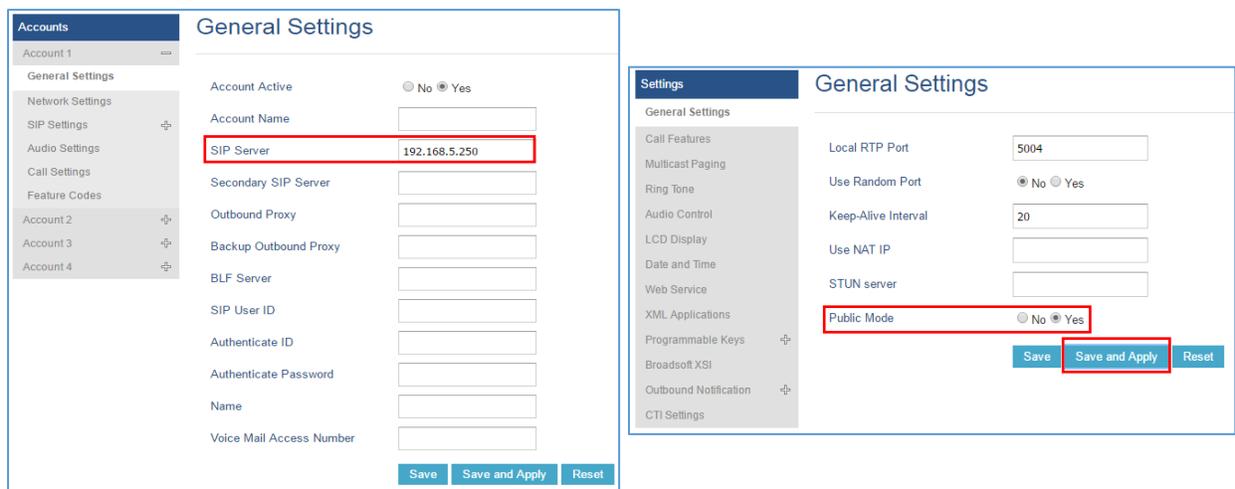


Figure 5: Public Mode - Web GUI Configuration on GXP1780

B. Agent Login

When the phone boots up with public mode enabled or after agent logout, the phone will prompt users to provide username and password to start using the phone.

Please refer to below steps to login in Hot Desking/Public Mode:

1. Enter the **Username** of SIP account to login with.

Note: The username should be the **SIP user ID** as configured on the server.





Figure 6: Public Mode Login on GXP1780 - Username

2. Press **Menu** button or press the softkey **More** → **OK** to confirm the entry.
3. Enter the **Password** of SIP account.

Note: The password should be the SIP user password as configured in the server



Figure 7: Public Mode Login on GXP1780 - Password

4. Press **Menu** button or press the softkey **More** → **OK** to confirm the entry.

A prompt message “Loading information” will be displayed while contacting the SIP server to authenticate; once done, the account will be registered and can be used on this phone.

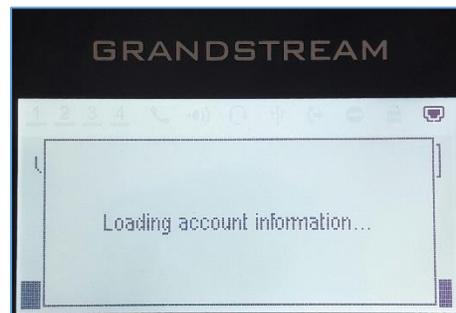


Figure 8: Public Mode - Loading information

Notes:

- When entering account information, press softkey **More** → **123/abc** to toggle input methods.
- To delete or modify an entry press **BackSpace** (Back space).



- If entered values are not correct or don't match SIP account settings, user will be invited to enter correct credentials.
- In login page, pressing **CONF** button on the phone will display phone's IP address.

C. Agent Log Out

After using the phone, users can disconnect from the Hot Desking/Public Mode to allow other users to work with this shared desk phone.

Please refer to following steps to log out:

1. Access the **Phone LCD Menu** settings by pressing the main **Menu** button.
2. Navigate to **Log out** to disconnect from the Hot Desking.



ENABLING HOT DESKING FEATURE ON GXP21XX

A. Configuring Hot Deskling Feature (Public Mode)

Please refer to below steps to configure Hot Deskling/Public Mode feature:

1. Access phone's web GUI → **Accounts** → **Account 1** → **General Settings**.
2. Enter SIP server address in **SIP Server** field.
3. Click **Save** button.
4. Navigate to **Settings** → **General Settings**.
5. Set **Public mode** to **Yes** to enable the Hot Deskling feature.
6. Press **Save and Apply** button.
7. **Reboot** the phone.

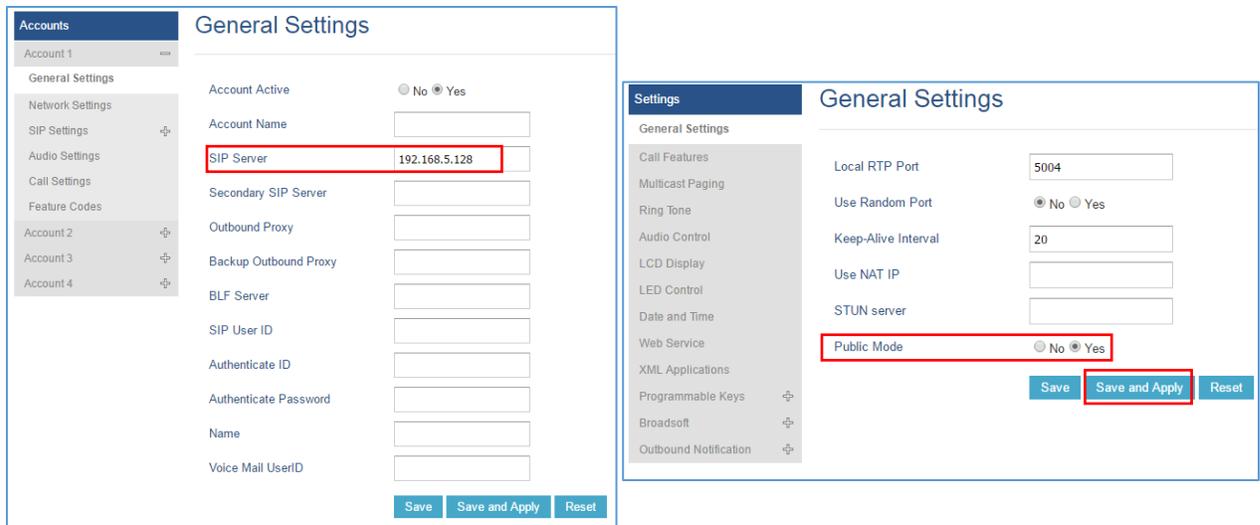


Figure 9: Public Mode - Web GUI Configuration on GXP2135

B. Agent Log in

When the phone boots up with Public Mode enabled or after agent logout, the phone will prompt users to provide username and password to start using the phone.

Please refer to below steps to login in Hot Deskling/Public Mode:

1. Enter the **Username** of your SIP account.
Note: The username should be the SIP user ID as configured on the server.
2. Enter the **Password** of your SIP account.
Note: The login password should be the SIP user password as configured in the server.
3. Press **Login** softkey to connect your extension.



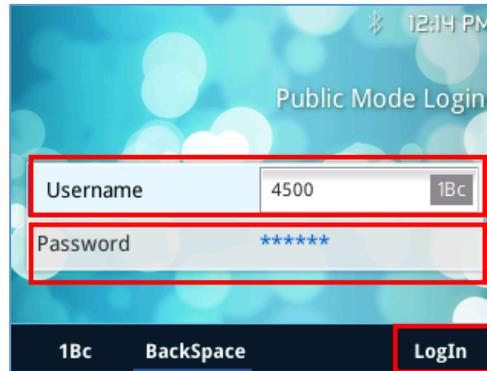


Figure 10: Public Mode - Login page on GXP2135

4. The phone contacts the SIP server using provided Username and Password to authenticate; once done, the account will be registered and can be used on this phone.

Notes:

- When entering the account information, press softkey **More** →**123/abc** to toggle input methods.
- To delete or modify an entry press Back Space button.
- In login page, pressing CONF button on the phone will display phone's IP address.

C. Agent Log Out

After using the phone, users can disconnect from the Hot Desking/Public Mode to allow other users to work with this shared desk phone.

Please refer to following steps to log out:

1. Access the **Phone LCD Menu** settings by pressing the main **Menu** button.
2. Navigate to **Log out** to disconnect from the Public Mode.



Figure 11: Public Mode - Log Out on GXP2135



ENABLING HOT DESKING FEATURE ON GXV32XX

A. Configuring Hot Desking Feature (Guest Login)

Please refer to below steps to configure Hot Desking/Guest Login:

1. Access the phone's web GUI → **Advanced Settings** → **General Settings** → **SIP Domain** and enter the SIP server address
2. Click **Add** button and the SIP server address entered will be added to the list of SIP domains.
3. Set **Guest Login** to **Yes** to enable the Hot Desking feature.
4. Click **Save** at the bottom of the page.
5. Navigate to **Account** section and access to **Account 1** settings.
6. Set **Account Active** to **Yes** to activate the first account which will be used to register the extensions.
7. Click **Save** and **Apply** buttons to confirm the new settings.
8. Reboot the phone.

Notes:

- **Guest Login Timeout (m)** can be configured to quit Hot Desking mode if there is no operation on the phone within a predefined period of time (Default setting is “Never”).
- **PIN code for guest login**, if Hot Desking mode is enabled and guest login timeout set to Never, user needs to enter the PIN code to login (Default settings is NULL).

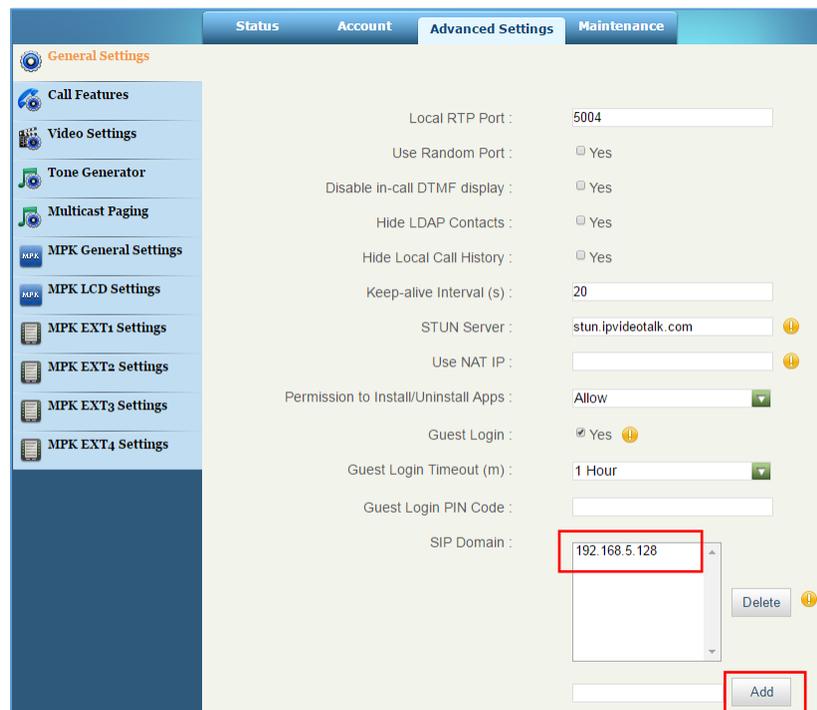


Figure 12: Configuring Guest Login on GXV3240



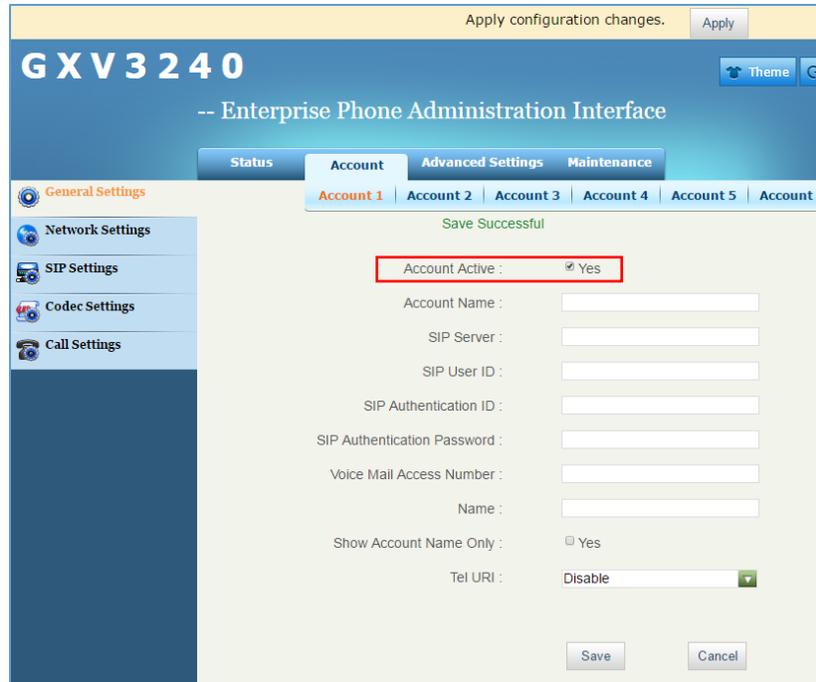


Figure 13: Activating SIP Account 1

B. Agent Log in

When the phone boots up with Guest Login enabled or after agent logout, the phone will prompt users to provide username and password to start using the phone.

Please refer to below steps to access as Guest Login:

1. Enter **Username** of SIP account to use.
2. Enter **Password** of SIP account to use.
3. Select SIP server from the **SIP Domain** list and the **Guest Login Timeout (m)** desired.
4. Press **Login** to connect.

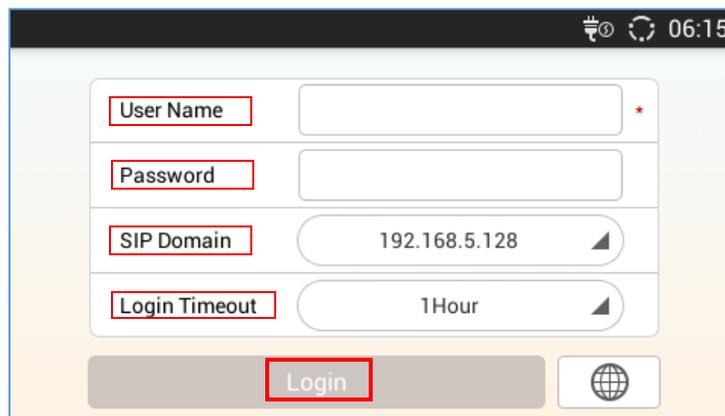


Figure 14: Guest Login Interface on GXV3240



Once the User ID and the Password are verified and correctly registered, the phone will be ready to start making / receiving calls.

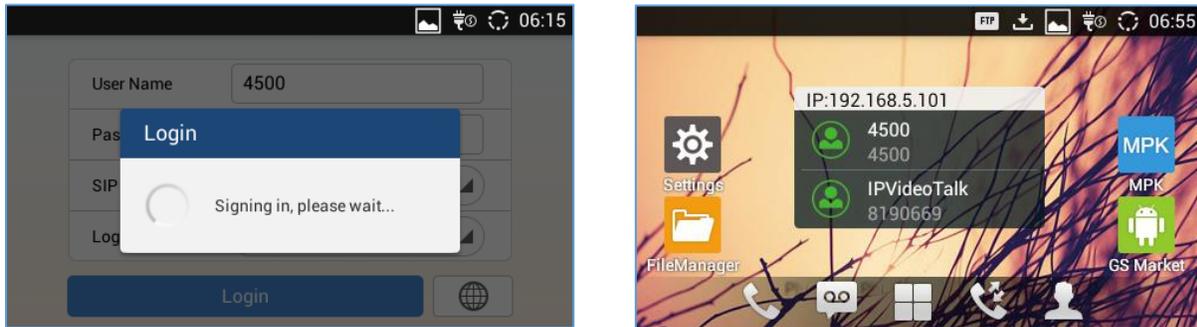


Figure 15: Authentication Progress and Account Registered on GXV3240

Notes:

- Press the network logo  to access the network settings of the phone and extract the IP address.
- To delete or modify the entry press **Back Space** button.

C. Agent Log out

After using the phone, users can disconnect from the Hot Desking/Guest Mode to allow other users to work with this shared desk phone.

Please refer to following steps to log out:

1. Access the **Phone LCD Menu** and navigate to **Settings**.
2. Press **Log out** to disconnect from the Hot Desking and a prompt message will be displayed to confirm your disconnecting.

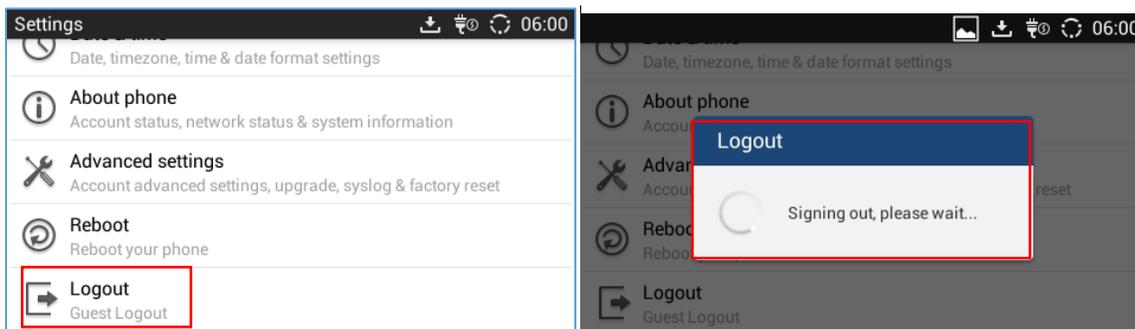


Figure 16: Public Mode - Log Out on GXV3240

