

Hot desking on FortiVoice

Hot desking enables a user to log in to another phone (registered or unassigned) and take total control of that phone by applying all of their own phone settings until logging out.

Hot desking is particularly useful in a call center or sales office environment where users need to be able to sit at any desk and use their phone extension.

The hot-desking configuration requires two phones:

- Registered phone: This phone has an extension and is used to log in to a hot-desking host. This extension requires a user privilege with the hot-desking login enabled.
- Registered phone or unassigned phone: This phone is the hot-desking host which users log in to. The extension of the registered phone requires a user privilege with the hot-desking hosting enabled. The unassigned phone has no extension and does not require a user privilege.

This document applies to FortiVoice, version 5.3.

Configuring hot desking on FortiVoice

1. Log in to the FortiVoice web-based manager.
2. Create a user privilege to enable hot-desking login:
 - a. Go to **Phone System > Profiles > User Privileges**.
 - b. Click **New**.
 - c. In the **Name** field, add a name for this user privilege.
Note: The **Name** field does not support the following characters: space, quotation mark, and backward slash.

- d. Select **Enable hot-desking login** to allow phones associated with this user privilege to log in to other phones.
- e. In the **Automatic logout hours** field, enter the time in hours after which the phone automatically logs out of hot desking.

The screenshot shows the 'User Privileges' configuration page. The 'Name' field is highlighted with a red box and contains the text 'Hot-desking-login'. Below this, the 'Basic Settings' section is expanded, showing several checked options: 'Auto provisioning', 'List in directory', 'Configure programmable phone key/PFK', 'Lookup directory', and 'Lookup directory in remote office(s)'. The 'Role Settings' section is also expanded, showing 'Operator role' unchecked and 'Active call', 'Directory', and 'Call park' checked. The 'Voice Mail' section is expanded, showing 'Enabled' checked, 'Maximum messages' set to 1000, and 'Voicemail retention days' set to 60. The 'Hot-desking' section is expanded and highlighted with a red box, showing 'Enable hot-desking login' checked and 'Automatic logout hours' set to 9. The 'User Portal Options' and 'Advanced' sections are collapsed. At the bottom, there are 'Create' and 'Cancel' buttons.

f. Click **Create**.

3. If a registered phone is used for hosting hot desking, then create another user privilege to enable hot-desking hosting on that phone.
If an unassigned phone is used for hosting hot desking, the phone does not require a user privilege. Skip this step and go to [step 4](#).

- a. Click **New**.
- b. In the **Name** field, add a name for this user privilege.
Note: The **Name** field does not support the following characters: space, quotation mark, and backward slash.
- c. Select **Enable hosting hot-desking** to enable other extensions to log in to phones associated with this user privilege.

The screenshot shows the 'User Privileges' configuration page. At the top, there are tabs for SIP, Caller ID Modification, Phone, LDAP, User Privileges (selected), Location, and Schedule. Below the tabs, the 'Name' field is highlighted with a red box and contains the text 'Hot-desking-hosting'. The page is divided into several sections, each with a blue header and a minus sign to collapse it:

- Basic Settings:** Contains checkboxes for 'Auto provisioning', 'List in directory', 'Configure programmable phone key/PFK', 'Internet of Things', 'Lookup directory', 'Lookup directory in remote office(s)', and 'Twinning'.
- Role Settings:** Contains checkboxes for 'Operator role', 'Active call', 'Directory', 'Hotel room', and 'Call park'.
- Voice Mail:** Contains a checked 'Enabled' checkbox, a 'Maximum messages' field set to '1000', and a 'Voicemail retention days' field set to '60'.
- Music:** Collapsed section.
- Fax:** Collapsed section.
- Call Restriction:** Collapsed section.
- Monitor/Recording:** Collapsed section.
- Hot-desking:** Contains an unchecked 'Enable hot-desking login' checkbox, an 'Automatic logout hours' field set to '9' (with '(0 to disable)' next to it), and a checked 'Enable hosting hot-desking' checkbox, which is highlighted with a red box.
- User Portal Options:** Collapsed section.
- Advanced:** Collapsed section.

At the bottom of the page, there are 'Create' and 'Cancel' buttons.

- d. Click **Create**.
4. Associate the user privilege (example, Hot-desking-login) to the extension used for logging in to another phone:
 - a. Go to **Extensions > Extensions > IP Extensions**.
 - b. Click once on the extension number (example, 1001) that wants to log in to other phones.

- c. From the **User privilege** drop-down list, select the user privilege (example, Hot-desking-login) that you created in [step 2](#).

The screenshot shows the FortiVoice configuration interface for an extension. The 'Extension Setting' section includes fields for User ID (1001), Number (1001), Enabled (checked), Display name (1001), and External caller ID. A warning indicates that the password policy is disabled. There are fields for SIP password, User password, and User PIN, each with a 'Generate' button and a 'View' checkbox. The 'Advanced Setting' section includes Location (ottawa), Survival branch (--None--), SIP setting (--None--), User privilege (Hot-desking-login), Personal code, Department (ssss), Phone type (FortiFone-670i), MAC address (00:a8:59:e1:78:02), and Phone profile (Admin defined).

- d. Click **OK**.
5. If the phone used for hosting hot desking is a registered phone, then associate the user privilege (example, Hot-desking-hosting) to that extension.
If the phone used for hosting hot desking is an unassigned phone, then you have completed this procedure.
- Go to **Extensions > Extensions > IP Extensions**.
 - Click once on the extension number (example, 1002) that allows other phones to log in.
 - From the **User privilege** drop-down list, select the user privilege (example, Hot-desking-hosting) that you created in [step 3](#).

FortiVoice

Extension Setting

User ID: 1002
 Number: 1002
 Enabled:
 Display name: 1002
 External caller ID: e.g, Jim <612223>

⚠ Password policy is disabled

SIP password: View password
 User password: View password
 User PIN: View PIN

Authentication type: Local
 Phone language: --Default--
 Preference: [\[Edit preference... \]](#)
 Description: [Click to edit...](#)

Advanced Setting

Location: --None--
 Survival branch: --None--
 SIP setting: --None--
User privilege: Hot-desking-hosting
 Personal code:
 Department: --None--
 Phone type: FortiFone-375
 MAC address:
 Phone profile: Admin defined

d. Click **OK**.

Using hot desking on FortiFone

Steps in this procedure apply to both registered and unassigned phones.

1. On the FortiFone unit that you want to log in to, dial *11.
2. Enter your extension number (example, 1001#) and user PIN.
Depending of the phone model, the FortiFone unit may reboot.
The new extension and name display on the FortiFone screen.
3. To place a call, dial an extension (example, 3004).
The screen of the receiving FortiFone unit displays the extension number (example, 1001).
4. To log out of the FortiFone unit, dial *12.
Depending of the phone model, the FortiFone unit may reboot.

Viewing activity details of hot-desking extensions

1. Go to **Status > Phone System > Hot Desking**.

When an extension is used for logging in or logging out of a hot-desking host, FortiVoice populates the table. The table includes one row for each extension, not multiple rows. If the table is empty, then none of the extensions have used hot desking.

2. For the extension that is logged in to a phone or has logged out, you can view the following hot-desking details:

- **Status:** The status of the hot-desking extension as logged in or logged out.
- **User ID:** The system-generated user ID for the extension.
- **Number:** The number of the hot-desking extension.
- **Display Name:** The name displayed on the phone that is hosting hot desking.
- **Host Device:** The extension number or MAC address (for an unassigned phone) of the phone that a hot-desking user logs into. When the status is "Logged out", then the host device is blank.
- **Last Login:** The last login performed on the hosting phone.
- **Expiry:** The expiry time of the hot-desking login. This value is set in the **Automatic logout hours** field of the user privilege.