Grandstream Networks, Inc.

Hot Desking Configuration Guide

GRP26xx Carrier-Grade IP Phones

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SUPPORTED DEVICES

Following table shows Grandstream products supporting Hot Desking feature:

Model	Supported	Feature label	Firmware
GRP26XX Series			
GRP2612/GRP2612W/ GRP2612P	Yes	Public Mode	1.0.0.31 or higher
GRP2613	Yes	Public Mode	1.0.0.31 or higher
GRP2614	Yes	Public Mode	1.0.0.31 or higher
GRP2615	Yes	Public Mode	1.0.0.31 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 GRP26xx

Configuring Hot Desking Feature (Public Mode)

Please refer to below steps to configure Hot Desking/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 **Enable Public mode** to **Enabled** to enable the Hot Desking feature.
6. Press **Save and Apply** button.
7. **Reboot** the phone.

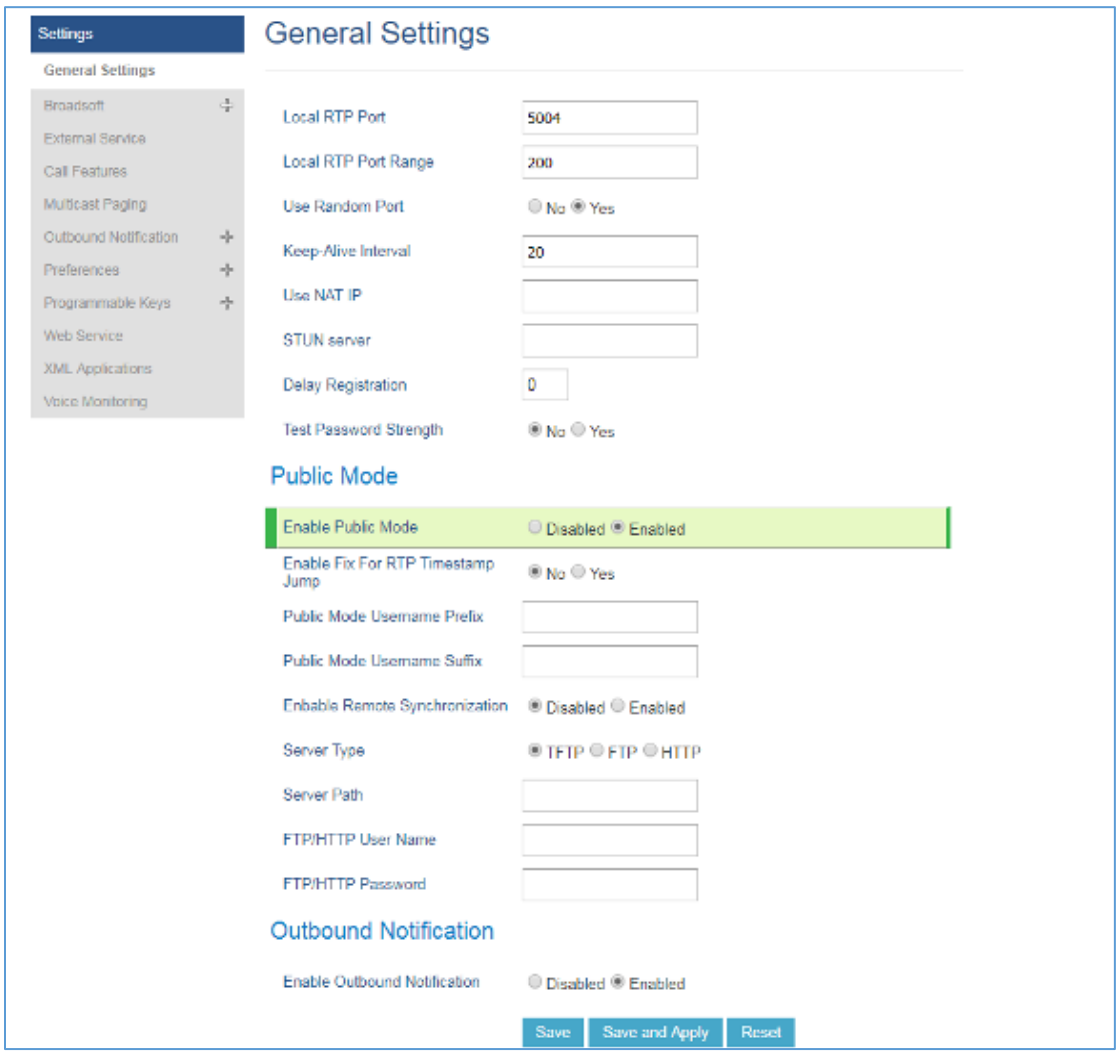

Figure 1: Public Mode - Web GUI Configuration on GRP26xx

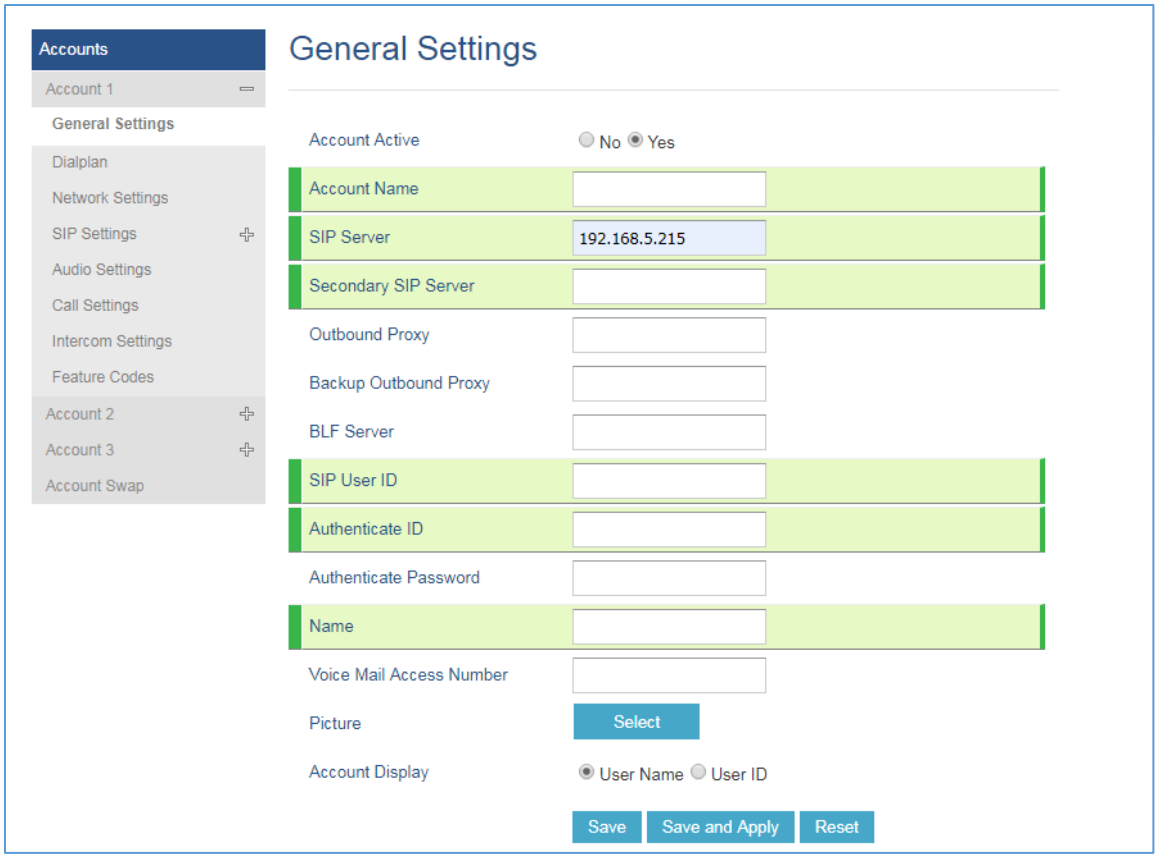

Figure 2: General Settings - Web GUI Configuration on GRP26XX

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 Desking/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.

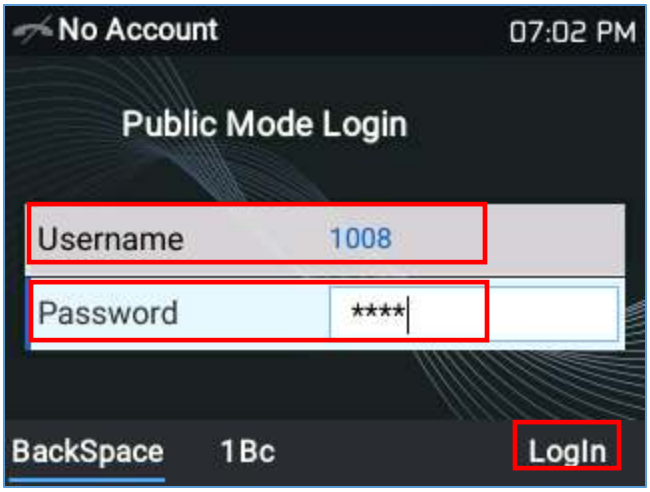

Figure 3: Public Mode - Login page on GRP62XX

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 **1Bc** to toggle input methods.
- To delete or modify an entry press **BackSpace** softkey.

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 4: Public Mode - Log Out on GRP26XX

Note: You can also Log out by pressing the soft key **LogOut** in the idle screen**.**

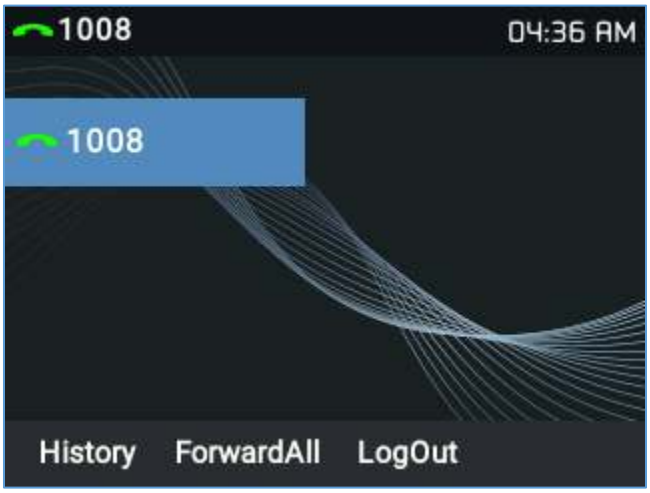

Figure 5: Public Mode - Log Out on GRP26XX