

# Grandstream Networks, Inc.

Hot Desking Configuration Guide





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### **SUPPORTED DEVICES**

Following table shows	Grandstream	products su	upportina	Hot Desl	king feature:
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Model	Supported	Feature label	Firmware						
	GXP16X	X 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						
	GXP21X	X 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						
	GXV32X	X 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  $\rightarrow$  Accounts  $\rightarrow$  Account 1  $\rightarrow$  General Settings.
- 2. Enter SIP server address in SIP Server field.
- 3. Click **Save** button.
- 4. Navigate to **Settings**  $\rightarrow$  **General Settings**.
- 5. Set **Public mode** to **Yes** to enable the hot desking feature.
- 6. Press Save and Apply button.
- 7. **Reboot** the phone.

Accounts		General Settings				
Account 1	-			Sottings	Conoral Sottings	
Network Settings		Account Active	○ No <sup>®</sup> Yes	General Settings	Ceneral Settings	
SIP Settings	÷	Account Name		Call Features	Local RTP Port	5004
Call Settings		SIP Server	192.168.5.128	Multicast Paging	Use Random Port	No Vac
Account 2	4÷	Outbound Proxy		Ring Tone Audio Control	Keen-Alive Interval	30 VI C 165
Account 3	479	Backup Outbound Proxy		LCD Display		20
		SIP User ID		Date and Time	STUN sonor	
		Authenticate ID		Web Service	Bublia Mada	
		Authenticate Password		Programmable Keys	Public Mode	No Ves
		Name		Broadsoft XSI		Save Save and Apply Reset
		Voice Mail Access Number				
			Save Save and Apply Reset			

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.





GR	ANDSTREAM	GXP1630
0	Usemame	
	Back BkSp	More

Figure 2: Public Mode Login on GXP1630 - Username

- 2. Press **Menu** button or press the softkey **More**  $\rightarrow$  **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**  $\rightarrow$  **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**  $\rightarrow$  **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.

- 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  $\rightarrow$  Accounts  $\rightarrow$  Account 1  $\rightarrow$ General Settings.
- 2. Enter SIP server address in SIP Server field.
- 3. Click **Save** button.
- 4. Navigate to **Settings**  $\rightarrow$  **General Settings**.
- 5. Set **Public mode** to **Yes** to enable the hot desking feature.
- 6. Press **Save and Apply** button.
- 7. Reboot the phone.

Accounts		General Settings				
Account 1	-			-		
General Settings		Account Active	No  Yes	Settings	General Setting	15
Network Settings			- 10 - 105	General Settings		,-
SIP Settings	썁	Account Name		O-II Facture		
Audio Settings		SIP Server	192.168.5.250	Call Features	Local RTP Port	5004
Call Settings		Secondary SID Conver		Multicast Paging	Liss Pandem Port	No Ver
Feature Codes		Secondary SIP Server		Ring Tone	Use Random For	■ No ● Yes
Account 2	efja	Outbound Proxy		Audio Control	Keep-Alive Interval	20
Account 3	4	Backup Outbound Proxy		LCD Display	LISA NAT IP	
Account 4	dp.			Date and Time	03010111	
		BLF Server		Web Service	STUN server	
		SIP User ID		XML Applications	Public Mode	O No 🖲 Yes
		Authenticate ID		Programmable Keys 🕀		
		Authenticate Password		Broadsoft XSI		Save Save and Apply Rese
				Outbound Notification 🛛 🕂		
		Name		CTI Settings		
		Voice Mail Access Number				
			Save Save and Apply Reset			

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.





GRANDSTREAM	
Usemame	
Back BackSpace OK More	

Figure 6: Public Mode Login on GXP1780 - Username

- 2. Press **Menu** button or press the softkey **More**  $\rightarrow$  **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

GRANDSTREAM
Password *******
123 Clear More

Figure 7: Public Mode Login on GXP1780 - Password

4. Press **Menu** button or press the softkey **More**  $\rightarrow$  **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**  $\rightarrow$  **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.

- 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 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**  $\rightarrow$  **General Settings**.
- 5. Set Public mode to Yes to enable the Hot Desking feature.
- 6. Press **Save and Apply** button.
- 7. Reboot the phone.

Accounts		General Settings					
Account 1	_						
General Settings		Account Active	No  Ves				
Network Settings				Settings		General Settings	
SIP Settings	efp	Account Name		General Settings			
Audio Settings		SIP Server	192.168.5.128	Call Features		Local RTP Port	5004
Call Settings		Secondary SIP Server		Multicast Paging			5001
Feature Codes		occondary on contar		Ring Tone		Use Random Port	No Ves
Account 2	efja	Outbound Proxy		Audio Control		Keep-Alive Interval	20
Account 3	4	Backup Outbound Proxy		LCD Display		Une NAT ID	
Account 4	еĝa	BLF Server		LED Control		Use NAT IP	
				Date and Time		STUN server	
		SIP User ID		Web Service		Public Mode	○ No ● Yes.
		Authenticate ID		XML Applications			
		Authenticate Password		Programmable Keys	÷		Save Save and Apply Reset
		Name		Broadsoft	÷		
		Name		Outbound Notification	÷		
		Voice Mail UserID					
			Save Save and Apply Reset				

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 Desking/Public Mode:

- Enter the Username of your SIP account.
   Note: The username should be the SIP user ID as configured on the server.
- 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**  $\rightarrow$ **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.

- 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:

- 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).

	Status	Account	Advanced Settings	Maintenance	
<b>General Settings</b>					
🍊 Call Features				500.4	
Video Settings		L	Local RTP Port :	5004	
Tone Generator		Use	e Random Port :	U Yes	
Je Multieset Daging		Disable in-call	DTMF display :	Yes	
Jo Muticast Paging		Hide L	DAP Contacts :	Yes	
MPK General Settings		Hide Lo	cal Call History :	Yes	
MPK LCD Settings		Keep-a	live Interval (s) :	20	
MPK EXT1 Settings			STUN Server :	stun.ipvideotalk.com	
MPK EXT2 Settings			Use NAT IP :		
MPK EXT3 Settings	Perr	nission to Install	/Uninstall Apps :	Allow	
MPK EXT4 Settings			Guest Login :	🖉 Yes 🕕	
		Guest Log	in Timeout (m) :	1 Hour	
		Guest L	ogin PIN Code :		
			SIP Domain :	192.168.5.128	<b>^</b>
					Delete 🕕
					•
					Add

Figure 12: Configuring Guest Login on GXV3240





			Ap	ply configu	ration changes.	Apply	
G X V 3 2	40					*	Theme 🕞
	Enterpr	ise Phone	Admini	stration	ı Interface		
	Status	Account	Advanced	l Settings	Maintenance		
<b>General Settings</b>		Account 1	Account 2	Account 3	Account 4	Account 5	Account 6
🔞 Network Settings			Save S	Successful			
SIP Settings			Account Activ	ve :			
Codec Settings			Account Nam	ne :			
Call Settings			SIP Serv	er :			
			SIP User	ID :			
		SIP Au	Ithentication	ID :			
		SIP Authentica	ation Passwo	rd :			
		Voice Mail A	ccess Numb	er :			
			Nan	ne :			
		Show Acco	unt Name Or	ily :	• Yes		
			Tel U	RI :	Disable		7
					Save	Cancel	

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.

	₹© 🗘 06:15
User Name	*
Password	
SIP Domain 192.168.5.128	
Login Timeout 1Hour	
Login	

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 I 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.

- 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

