



Grandstream Networks, Inc.

GRP260X Carrier-Grade Essential IP Phones

Zoom Hot Desking Configuration Guide



Table of Contents

INTRODUCTION.....	3
GUEST AND SIGN OUT SOFTKEYS SETUP.....	4
SIGN IN	7
SIGN OUT	8
SUPPORTED DEVICES.....	12

Table of Figures

Figure 1: Web UI – Custom Idle Screen Softkey.....	5
Figure 2: LCD – Custom Idle Screen Softkey.....	6
Figure 3: Hot Desking Sign In Icon	6
Figure 4: Hot Desking Sign Out Icon	6
Figure 5: After pressing “Guest” softkey	7
Figure 6: Entering extension and PIN code.....	7
Figure 7: After pressing the “Sign Out” softkey	8



INTRODUCTION

The hot desking feature allows phone users to use their extension number and PIN to temporarily sign in to a provisioned desk phone.

Here are some use case examples for hot desking:

- Shared office or co-working space: Phone users from different companies can leverage the same phone hardware while keeping their own phone number and voicemail access.
- Traveling sales or field team: Sales reps can sign in to any hot desk phone while working out of different offices, maintaining ease of reach and the professionalism of having a single phone number and extension.
- 24/7 call center: Shift workers at contact centers who share the same desk but maintain separate voicemail boxes and phone numbers.
- Out-of-office or traveling employee: An employee frequently out of the office or traveling can enable hot desking on their own desk phone, allowing others to sign in to their desk phone.

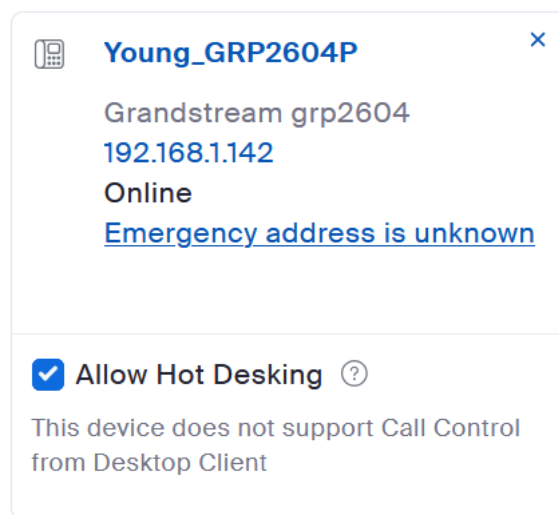


GUEST AND SIGN OUT SOFTKEYS SETUP

By following this setup, you'll configure your GRP260x to have 2 idle screen softkeys: "Guest" and "Sign Out". Pressing "Guest" will attempt to perform a sign in and the server will audio prompt the user to enter their extension number and voicemail PIN. If the correct information is provided, the phone will be provisioned as the new extension. Pressing "Sign Out" will cause the user to sign out of the current extension and be re-provisioned as the original extension.

Zoom Portal Setup:

Go to Phone System Management -> Users & Rooms -> User_x -> User Settings -> Desk Phone(s), and click on "Allow Hot Desking" for the selected deskphone.



Provision Template:

```
<item name="account.1.featureCodes.callFeatures">YesWithoutFeatureCodes</item>

<item name="softkey.idleLayout.enable">Yes</item>
<item name="softkeys.state.idle.hideSystemKeys">Custom-Menu,Custom-History,Custom-
Contacts,Custom-DND,Custom1,Custom2</item>

<item name="pks.softkey.1">
<part name="keyMode">SpeedDial</part>
<part name="description">[e9ee]</part>
<part name="value">*91</part>
</item>

<item name="pks.softkey.2">
<part name="keyMode">SpeedDial</part>
<part name="description">[e9ef]</part>
<part name="value">*92</part>
</item>

<item name="userdata.autoclean.enable">Yes</item>
```

Idle Screen Softkeys

Custom Idle Screen Softkey Layout 

Custom Softkey (2/3) 

Add Custom Softkey

Mode	Account	Value (User ID)	Label	Operation
 Speed Dial	Account 1	*91	-	 
 Speed Dial	Account 1	*92	-	 

Custom Softkey Layout

☒ Available  6/30

☐ Remote Phonebook3
 ☐ Remote Phonebook4
 ☐ Remote Phonebook5
 ☐ Remote Phonebook

☒  Speed Dial
 ☒  Speed Dial

Enabled  6

-  Menu 
-  Call History 
-  Contacts 
-  Do not Disturb 
-  Speed Dial 
-  Speed Dial 

Preview

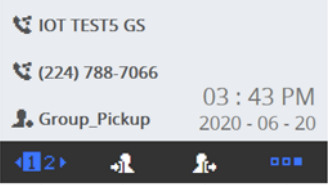


Figure 1: Web UI – Custom Idle Screen Softkey





Figure 2: LCD – Custom Idle Screen Softkey



Figure 3: Hot Desking Sign In Icon

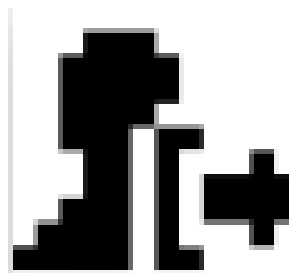


Figure 4: Hot Desking Sign Out Icon

SIGN IN

Pressing the “Guest” softkey is functionally the same as dialing “*91” to perform the hot desking sign in.



Figure 5: After pressing “Guest” softkey



Figure 6: Entering extension and PIN code



Table 1: Hot Desking Idle Screen Softkey Aliases

Alias	Description	Value Range	Default
account.{x}.featureCodes.callFeatures	If set to “Enabled”, the phone can perform Do Not Disturb, Call Forwarding and other call features locally. If set to “Call Forwarding & DND Only”, the phone can only perform Do Not Disturb and Call Forwarding features locally. If set to “Enabled without Feature Codes”, the phone can perform local call features, but lacks local feature codes support. If set to “Disabled”, the provisioned feature codes from the server will be used. User configured feature codes will be used only if server provisioned feature codes are not provided.	Yes, No, CallForwardingDNDOnly, YesWithoutFeatureCodes	Yes
softkey.idleLayout.enable	Enables/disables custom idle screen softkey layout	Yes, No	No
softkeys.state.idle.hideSystemKeys	Selects which softkeys to display on the idle screen	Logout,ParkedCalls,UCMCallFeatures,UCMCallCenter,BLF-Pickup,XmlApp,Custom-BS-Hoteling,Custom-IdleForwardAll,Custom-BS-History,Custom-Contacts,Custom-	Custom-Menu,Custom-History,Custom-Contacts,Custom-Redial,Cus



		Menu,Custom-History,Custom-BS-Contacts,Custom-LDAP-Contacts,Custom-DND,Custom-Redial,Custom-CallReturn,Custom-CallFlip,Custom-HAC,Custom-Paging,Custom-BS-CallCenter,Custom-BS-EXEC-Asst,Custom-Remote-Contacts1,Custom-Remote-Contacts2,Custom-Remote-Contacts3,Custom-Remote-Contacts4,Custom-Remote-Contacts5,Custom-Remote-Contacts,Custom1,Custom2,Custom3	tom-DND
pks.softkey.{x}.mode	Key mode for custom idle screen softkey {x}	None, SpeedDial, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, Silent Call	None
pks.softkey.{x}.description	Description for custom idle screen softkey {x}	{string}	
pks.softkey.{x}.value	Value for custom idle screen softkey {x}	{string}	



userdata.autoclean.enable	If this setting is enabled, when the current account is different from the last account, delete the contacts and call history of the last account. The account is considered changed if the SIP registration information changes and the device successfully registers with the new information.	Yes, No	No
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SUPPORTED DEVICES

Device Name	Hot Desking Support
GRP2601/P/W	1.0.7.64 or higher
GRP2602/P/G/W	1.0.7.64 or higher
GRP2603/P	1.0.7.64 or higher
GRP2604/P	1.0.7.64 or higher

