



Cloud Voice – Hot desking (Guest User guide)

1 What is it?

Hot Desking is an optional add-on feature for the BT Cloud Voice Connect and BT Cloud Voice Collaborate feature packs. The BT Cloud Voice Administrator assigns the features to an employee and allocates the extensions for use as Hot Desking Hosts.

With Hot Desking, you can associate your BT Cloud Voice account, telephone number, features, and settings with another device (the 'Hot Desking Host'). And that means you can make and receive calls, and manage all your features from a phone, tablet, or whatever that isn't yours.

Hot Desking has two elements -

- **Hot Desking Host**

With this 'add-on user licence' your colleagues can use your devices as Hot Desking Guests.

- **Hot Desking Guest**

With this 'add-on user licence' you can use the devices of a Hot Desking Host.

As a BT Cloud Voice User you can be both a Hot Desking Host and a Hot Desking Guest

2 How do I turn it on?

- Login to the [BT Cloud Voice portal](#)
- Select '**Employees**'
- Select '**Features**'
- Select '**Mobility**' and then '**Hot Desking Guest**'



- Select '**Configure**'

Hot Desking Guest

Turn On Hot Desking Guest

* Association Timeout

24 Hours

Available Hosts

Filter Y

	First Name	Last Name
<input checked="" type="radio"/>	Paul	Service Hub

No Available Hosts Found

- Tick the '**Turn on Hot Desking Guest**' check box
- Input, in the '**Association Timeout**' field, the number of hours you want your account set-up to apply to the host device (up to 24 hours)

Note: When the time's up, you'll be automatically disassociated from the host device

- Select an available host from the '**Available Hosts**' (you can search for available hosts by typing full or partial names in the filter box; they must be active and not currently associated with another guest user)
- Click **Save**

3 How do I turn it off?

- Login to the [BT Cloud Voice portal](#)
- Select '**Employees**'
- Select '**Features**'
- Select '**Mobility**' and then '**Hot Desking Guest**'



- Select '**Configure**'
- **Uncheck** the '**Turn on Hot Desking Guest**'
- Click **Save**

4 Configuring using the Voice portal

1. Dial the Voice portal phone number from the 'Hot Desking Host' device (the default Feature Access Code is *62 Feature Access Code)
2. Press the star key (*) then enter your extension number
3. Enter your Voice portal passcode (your voicemail PIN) followed by the hash key (#)
4. Select option **7** to choose the 'Hot Desking' options menu
5. Follow the menu and select the appropriate action
 - **Option 1** - check host status
 - This will tell you if the device is associated with a guest user and, if it is, their name (if available) and phone number
 - **Option 2** – association
 - If the host user device is not currently associated with a guest user, then the system will now associate it
 - If the host user device is already associated to another guest user, you won't be able to assign it to someone else (you'll hear a message telling you this)
 - If the guest user is already associated to another host user device, then that association will stop and they'll now be associated with the current host user device
 - **Option 3** – disassociation
 - The guest user will be disassociated from the host user's device 6. When you've finished with your Hot Desking options, end the call
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