3CX Hotdesking v15.5 Howto Guide:

3CX have recently bought out service pack 2 of version 15.5. This has re-introduced the long awaited Hotdesking feature. We also see it centrally managed from the 3CX Management console without the need for download of "custom" templates or additional packages which we saw in v14.

Hotdesking is a common requirement in some business environments. It involves multiple workers using a single physical phone during different time periods. The "desk" in the name refers to an office desk being shared by multiple office workers as opposed to each staff member having their own personal desk/phone.

Requirements for Hotdesking 15.5 SP2

- Hotdesking in v15.5 SP2 requires either a PRO or Enterprise 3CX Licence key.
- A "Preferred" Phone model (see Hotdesk Phones List within 3CX – not all preferred models present).
- Either the IP Phone located in the Local LAN (PnP Provisioning subnet) or located remotely via either variant of the 3CX SBC (Windows/Linux/Raspbian).

NOTE: Hotdesking is not available for the 3CX Softphone for Windows, Mac or smartphone (physical phones only).

Configuration Steps:

This guide assumes you already have locally created extensions within 3CX. If not please configure them prior to continuing to Step 1. Also ensure that the phone you are using is new (out of the box) or in a factory default state.

Step 1:

In 3CX go to the new Hotdesking tab and create a Hotdesking extension in 3CX, then add the phone model and MAC address as well as where it is located in regards to your 3CX system (Local LAN or SBC):

A Hotdesking extension when created is different to a local extension in 3CX and will take the format of HD00001 for example.
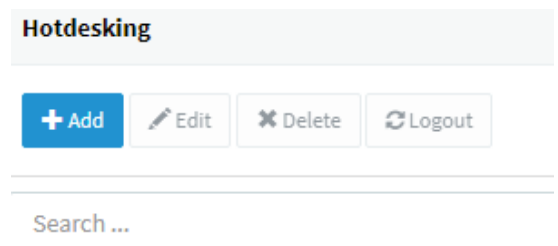
Step 2:

Within your standard extension in 3CX you need to give this user the ability to be a Hotdesking extension.

For this setting go to: Extension >> Options and enable the Hotdesking feature for the extension.

Step 3:

Go to the "Phones" tab in 3CX, select and assign extension. This will assign the phone to the Hotdesk extension:

This will then put the phone into a neutral hot desking state ready for a user to login. It will give a prompt.

Assign phone to extension

The phone SIP-T46G MAC 001565   will be assigned to hotdesking extension 'HD00001'.

OK   Cancel

Step 4:

Once the phone is in this state (see neutral mode) you will need to input a Hotdesking dialcode to enable a login.

The format for the dialcode is: Dialcode followed by the standard extension number in 3CX and then followed by a *

Your personal identification number (otherwise known as the voicemail PIN) is also required to complete the process.

By default the Hotdesking login is *77* if you wish to change this you will need to go to: Settings >> Dialcodes in 3CX and change this here.

Standard login however (for my extension 601) would be: ***77*601*** (Dial, OK, send or tick key)

D00001 | HD   08:50 Tue, Nov 07
3CX.
History   3CX PBook   DND   Menu

You would then be asked for your personal identification number (Voicemail PIN) which users can find within their Welcome email in 3CX, or as the administrator in the 3CX console under: Extension >> Voicemail >> PIN Number.

The PIN is dialled followed by **#** key (administrator may state "pound" dependant on what language pack you use). This will then login that user as the Hotdesking user on that current phone.

To Logout:

When provisioned and logged in the Hotdesking extension will remain in this state until one of two things occur:

Eddie Vincent   10 13 Tue, Nov 07
Logout
3CX.
History   3CX PBook   DND   Menu

1) The user of the device presses the logout button (provisioned in the form of a BLF).This will give the user the ability to logout of their extension when they are finished using it: See logout key on the above picture.
NOTE: This currently does not require the Voicemail PIN to be re-entered.

2) If the user does not logout and leaves the extension in this state, the systems administrator has the ability to log them out via the 3CX management console under the Hotdesking tab.

Hotdesking

+ Add   Edit   ✖ Delete   ⟳ Logout
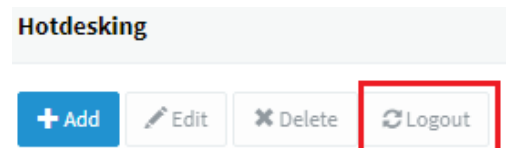
For assistance, please contact EFL today:

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