



Using Hoteling on Yealink IP Phones with BroadSoft UC One



WWW.YEALINK.COM

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Document Revision History

| Version | Change Log |
|---------|--------------------------------|
| 1.0 | Edited and published document. |

Requirements for BroadWorks and IP phone

BroadWorks software version:

R17.0/R17.sp1/R17.sp2/R17.sp3/R17.sp4

R18.0/R18.sp1

R19.0/R19.sp1

Firmware version on IP Phones:

T19(P): 31.71.xx.xx

T20(P): 9.71.xx.xx

T21(P): 34.71.xx.xx

T22(P): 7.71.xx.xx

T26(P): 6.71.xx.xx

T28(P): 2.71.xx.xx

T42(G):29.71.xx.xx

T46(G):28.71.xx.xx

T32(G): Please contact support@yealink.com

T38(G): Please contact support@yealink.com

VP530(P): Please contact support@yealink.com

W52P: Not supported

You will learn

- ① **Application Scenarios**
- ② **Configuration on BroadWorks&BTBC**
- ③ **Configuration on Yealink phone**
- ④ **Feature show**

① Application scenarios

Hoteling feature enables users to use all available host (shared) phones by login with user credentials. After login, users have access to their own guest profile on the host phone.

1. Remote office

1.1 The user work in the head office, the extension number is 8600

1.2 The user enter remote office, find a public Host phone

1.3 The user can login his own extension 8600, so now he can receive and make calls via his own extension .

2 The agent work shift in call center

2.1 Agent A ,B ,C use the same seat in the office in different time , the ID is 100,101,102

2.2 Agent B login extension 101 and login the ACD when he was working and logout 101 and ACD when he was leaving office.

② Configuration on BroadWorks

1. Hoteling Host

- 1) Configuration Path: Group->select a user(2413333555)>Call Control->Hoteling Host
- 2) In the Hoteling Host page , click the On option ,configure like below

BROADSOFT
Innovation calling.

Group > Users : 2413333555

Help - Home

Welcome [Logout]

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- ▶ [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- [Utilities](#)

Hoteling Host

Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile. If association limit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.

OK Apply Cancel

Hoteling Host: On Off

Enforce Association Limit Hours

Associated Guest

Last Name: First Name:

Phone Number: Extension:

Association Date:

OK Apply Cancel

② Configuration on BroadWorks

2. Hoteling Guest

- 1) Configuration Path: Group->select a user(2413333556)>Call Control->Hoteling Guest
- 2) In the Hoteling Guest page , click the On option ,configure like below

BROADSOFT
Innovation calling.

Group > Users : 2413333556 Welcome [Logout](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- ▶ [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- [Utilities](#)

Hoteling Guest

Hoteling Guest allows a user to associate their service profile with a Hoteling Host user. This allows the guest user to use the host's device with the guest user's service profile. This is useful for transient employees.

OK Apply Cancel

Hoteling Guest: On Off

Limit Association to Hours

Enter search criteria below

User ID Starts With

Available Hosts Associated Host

② Configuration on BroadWorks

3. Configure the password for Hoteling Guest

- 1) Configuration Path: Group->select the Guest account(2413333556)> Profile->Password
- 2) In the password page , configure the password which only allow digits after check the “Set portal password”.

The screenshot shows the BroadSoft user configuration interface. The top left features the BroadSoft logo with the tagline "Innovation calling." and the text "Group > Users : 2413333556". The top right has links for "Help - Home" and "Welcome [Logout]". A left sidebar lists "Options:" including Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Service Scripts, and Utilities. The main content area is titled "Passwords" and contains the text "Passwords allows you configure your passwords for the web portal and/or portal." Below this text are two radio buttons: "Set web access password" (selected) and "Set portal password" (highlighted with a red box). Underneath the radio buttons is a "Reset Password" section with two input fields: "* Type new password:" and "* Re-type new password:". At the bottom of the form are "OK", "Apply", and "Cancel" buttons.

② Configuration on BroadWorks

4. Associated Hoteling Guest to Hoteling Host

- 1) Configuration Path: Group->select the Guest account(2413333556)> Call Control
- 2) Select an Available Host for the guest from Available Hosts to Associated Host.
- 3) Now the guest has be associated to the host

The screenshot shows a configuration window for associating a hoteling guest to a host. At the top, there are radio buttons for 'Hoteling Guest' (On/Off) and a checked checkbox for 'Limit Association to 24 Hours'. Below this is a search bar with 'Enter search criteria below' and fields for 'User ID', 'Starts With', and a search button. The main area is divided into two columns: 'Available Hosts' and 'Associated Host'. The 'Available Hosts' list contains several entries, with '3581,3581 (2413333581)' selected. An 'Add >' button is highlighted with a red box. The 'Associated Host' column is currently empty. At the bottom, there are 'OK', 'Apply', and 'Cancel' buttons.

An account only can be configured as Guest or Host , can't be configured as host and guest simultaneously

③ Configuration on Yealink IP Phones

3 ways to configure Hoteling feature on IP Phones:

| Access Portal | Availability | How to access? |
|-------------------|---------------|---|
| Phone LCD portal | Not Available | NA |
| Web portal | Not Available | NA |
| Auto Provisioning | Available | Use DMS or 3 rd party provision tool |

③ Configuration on Yealink IP Phones

#1 Enable the Hoteling feature for the account

#"0" disable the Hoteling feature ,"1" enable the hoteling feature ,the default value is 0

account.1.hoteling.enable = 1

#2 Enable the whether to auto login (Optional)

"1" means the phone will remember the User ID and password, "0" means only remember the User ID.

account.1.hoteling.auto_login_enable = 0

#configure the user ID and password for the auto login.

account.1.hoteling.user_id = 3582

account.1.hoteling.password = 123456

#3 Configure sip server type for the account, 0 means default server,2 the Broadsoft server.

account.1.sip_server_type =2

④ Feature show- Register host account

1. The idle status of phone after you registered the host account just like below



The guest account doesn't required to register on any phone

④ Feature Show- Guest Login Interface

2. Press GuestIn to enter the Guest Login interface.
The default value of Auto-login is off like below.



The screenshot displays the 'Guest Login' interface. It features three input fields: '1. User ID:' (highlighted in blue), '2. Password:', and '3. Auto-login:'. The 'Auto-login' field is currently set to 'Off' and includes left and right arrow icons for toggling. At the bottom, there are four buttons: 'Cancel', '123', 'Delete', and 'Login'.

If you configure Auto-login to on, when you login again, the phone will automatically remember your User ID and Password, If Auto-Login is saved as Off, only User ID will be automatically remember by the phone.

④ Feature Show- Guest Login

3. Enter the user ID and password, press Login button then the phone will back to idle status and show the Guest account



④ Feature Show- ACD+ Hoteling

4. If the Host and Guest have enabled the ACD and Hoteling simultaneously, both of accounts are the agent for the same call center

1) If the phone registered the host number 3555, the idle status of the phone just like below



④ Feature Show- ACD+ Hoteling

2) Enter the user ID and password, press Login button then the phone will back to idle status and show the Guest account just like below



④ Feature Show- ACD+ Hoteling

3) Configure Host user to On , press the login button then the phone will only login the host account in the ACD login interface.



Enjoy the Hoteling feature😊