AudioCodes[®] SPS

SIP Phone Support

SPS for Microsoft[®] Lync[™]

Administrator and User Manual Hot Desking with SPS for Microsoft Lync









Version 1.0

April 2012 Document # LTRT-39830



Table of Contents

1	Intro	oduction	7
	1.1	About Hot Desking	7
	1.2	Hot Desking Benefits	7
	1.3	Hot Desking Example	7
2	Adn	ninistering Users	9
	2.1	Enabling PIN Policy in Lync	9
	2.2	Enabling a User for Hot Desking	.12
	2.3	Enabling a User's Phone for Hot Desking	
	2.4	Monitoring Hot Desking Phones	.14
	2.5	Managing a User's PIN	.14
	2.6	Locking and Unlocking a User's PIN	.14
	2.7	Setting and Resetting a User's PIN	.15
3	Usir	ng Hot Desking	
	3.1	Setting the Lync PIN Code	.17
	3.2	Using Hot Desking on AudioCodes IP Phones	.21
		3.2.1 Using the AudioCodes 310HD IP Phone	
		3.2.2 Using the AudioCodes 320HD IP Phone	

List of Figures

Figure 2-2: Microsoft Lync Server 2010 Control Panel - Edit Lync Server User10
Tiguro 2 2. Microbolt Lyne Corver 2010 Control - Edit Lyne Corver Cool
Figure 2-3: Microsoft Lync Server 2010 Control Panel - Conferencing > PIN Policy11
Figure 2-4: Microsoft Lync Server 2010 Control Panel - Edit PIN Policy
Figure 2-5: SPS Web Admin – Manage Users - Enabling a User for Hot Desking12
Figure 2-6: SPS Web Admin - Edit User X12
Figure 2-7: SPS Web Admin – Edit Device of User X
Figure 2-8: SPS Web Admin - Online Hotdesk Phones
Figure 2-9: Microsoft Lync Server 2010 Control Panel – Unlocking a User PIN15
Figure 2-10: Set PIN- Manually enter a specific PIN16
Figure 2-11: Set PIN - Communicating the New PIN to the User
Figure 3-1: Microsoft Lync User Screen
Figure 3-2: Microsoft Lync User Screen - Dial-in Conferencing Settings
Figure 3-3: Lync Server 2010 - Dial-in Conferencing Setting and PIN Management - PIN Sign In19
Figure 3-4: Lync 2010 - Dial-in Conferencing Settings and PIN Management - Sign In20
Figure 3-5: Lync 2010 - Dial-in Conferencing Settings and PIN Management - Reset your PIN20
Figure 3-6: Lync 2010 - Dial-in Conferencing Settings and PIN Management - New PIN21

List of Tables

Notice

This document describes how to administer and use Hot Desking on the AudioCodes 310 HD and 320 HD IP Phones with SIP Phone Support (SPS) for Microsoft's Lync.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Before consulting this document, check the corresponding Release Notes regarding feature preconditions and/or specific support in this release. In cases where there are discrepancies between this document and the Release Notes, the information in the Release Notes supersedes that in this document. Updates to this document and other documents as well as software files can be downloaded by registered customers at http://www.audiocodes.com/downloads.

© Copyright 2012 AudioCodes Ltd. All rights reserved.

This document is subject to change without notice.

Date Published: April-01-2012

Trademarks

AudioCodes, AC, AudioCoded, Ardito, CTI2, CTI², CTI Squared, HD VoIP, HD VoIP Sounds Better, InTouch, IPmedia, Mediant, MediaPack, NetCoder, Netrake, Nuera, Open Solutions Network, OSN, Stretto, TrunkPack, VMAS, VoicePacketizer, VoIPerfect, VoIPerfectHD, What's Inside Matters, Your Gateway To VoIP and 3GX are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and service are generally provided by AudioCodes' Distributors, Partners, and Resellers from whom the product was purchased. For technical support for products purchased directly from AudioCodes, or for customers subscribed to AudioCodes Customer Technical Support (ACTS), contact support@audiocodes.com.

Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.



Related Documentation

Manual Name

SPS Web Admin User Guide

310HD IP Phone User's Manual

320HD IP Phone User's Manual

1 Introduction

Read this guide for instructions on how to administer and use the Hot Desking feature on AudioCodes' 310 HD and 320 HD IP Phones with SIP Phone Support (SPS) for Microsoft Lync.

The guide consists of two main sections:

- 1. Administering Users (see Section 2 on page 9)
- 2. Using Hot Desking (see Section 3 on page 17)

1.1 About Hot Desking

Hot Desking enables multiple users to use a single physical phone, located in a shared enterprise workspace – an office desk - during different time periods.

The feature enables users to log in to their secure corporate network to access the phone to which voice and other messaging services are routed. Users log on to the phone using their Microsoft Lync account.

With the Hot Desking feature, a user's telephone number, email and instant messaging are no longer routed exclusively to the user's physical desk - they're routed to the user's location on the enterprise network.

1.2 Hot Desking Benefits

Enterprises whose offices are frequently left vacant because employees are mobile can benefit from a cost reduction of up to 30% in space and resources.

1.3 Hot Desking Example

Here's an example how the feature can work:

- A salesperson embarks on a sales trip abroad
- While abroad, she visits a branch office of the company
- She logs in to an IP phone in the branch office using her PIN (Personal Identification Number) and connects to Lync as if she's in the company's home office
- When she logs in to the phone, her personal phone settings become available (her personal directory and speed dial settings, for example)



Note:

- Not all personal phone settings are transferred between phones.
- This guide refers to AudioCodes 310HD and 320HD IP phones.



Reader's Notes

2 Administering Users

This section shows administrators how to perform prerequisite Hot Desking user administration.

2.1 Enabling PIN Policy in Lync

Hot Desking uses the same PIN policy as that used by Lync for the Lync Conferencing Control from $\ensuremath{\mathsf{DTMF}}$.

> To enable PIN policy:

- 1. Start the Microsoft Lync Server 2010 Control Panel.
- 2. Click the **Users** menu as shown below; the User Search screen opens.

Figure 2-1: Microsoft Lync Server 2010 Control Panel - Enabling PIN Policy – User Search

20.	Lync Server 20	10 User Search				4.0.7577
•	Home	User search				
33	Users 📕				/	
X	Topology	Search LDAP search	h			
Ð	IM and Presence	ad		× Find	😝 📘 🕇 Add filter	*
	Voice Routing				Search	results: 10
5	Voice Features	🖧 Enable users 🔻 🥖 Edi	it Action			2
-		Display name	 Enabled 	SIP address	Registrar pool	Telephony
2	Response Groups	Ademo1	\checkmark	sip:Ademo1@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
Þ	Conferencing	Ademo2	\checkmark	sip:Ademo2@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
	Clients	Ademo3	\checkmark	sip:Ademo3@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
5	External User	Ademo4	√	sip:Ademo4@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
	Access	Ademo5	√	sip:Ademo5@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise
	Monitoring and Archiving	Ademo6	√	sip:Ademo6@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
n	Security	Ademo7	\checkmark	sip:Ademo7@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
_	Network	Ademo8	√	sip:Ademo8@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
9	Configuration	Ademo9	√	sip:Ademo9@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '
		adim	√	sip:adim@audc-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterprise '

- 3. Enter in the 'Search' field the name of the user for whom to enable PIN policy and click the **Find** button; the user name is displayed under the **Display name** column.
- 4. Double-click the name (Ademo2 in the example shown in Figure 2-1); the screen shown in Figure 2-2 below is displayed:



2	Lync Server 2010	2	Administrator Sign out
NG2.			4.0.7577.0
	Home	User Search	
22	Users		
24	Topology	Edit Lync Server User - Ademo2	
Ģ	IM and Presence	Commit X Cancel	0
e	Voice Routing	Display name:	^
		Ademo2	
S	Voice Features	✓ Enabled for Lync Server	
23	Response Groups	SIP address:*	
Ŗ	Conferencing	sip:Ademo2 @ audc-sps.audiocodes.com ▼	
P	Clients	Registrar pool:	
-	External User	lync-server.audio-sps.audiocodes.com	
詻	Access	Telephony:	
_	Monitoring	Enterprise Voice	
	and Archiving	Line URI:	
9	Security	tel:+5102	
	Network	Dial plan policy:	
9	Configuration	<automatic> View</automatic>	
		Voice policy:	
		<automatic> View</automatic>	
		Conferencing policy:	
		<automatic> View</automatic>	
		Client version policy:	
		<automatic> View</automatic>	
		PIN policy:	
		<automatic> View</automatic>	
		External access policy:	
		<automatic></automatic>	

Figure 2-2: Microsoft Lync Server 2010 Control Panel - Edit Lync Server User

- 5. In the Edit Lync Server User screen shown above, click the **View** button adjacent to the **PIN policy** field to view the current PIN policy.
- 6. To change the current PIN policy, click the **Conferencing** menu and then click the **PIN Policy** tab; the screen shown in Figure 2-3 below is displayed:

Lync Server 202	0							Д	dministrator <mark>Sign ou</mark> 4.0.7577
Home		Conferencing Policy	Meeting Configu	ration	Dial-in Access Numbe	r PIN Policy			
Users	ſ								
Topology						Q			
IM and Presence		🕂 New 🔻 🧪 Edit	t 🔻 📿 Refresi	1					0
Voice Routing		Name		Scope	PIN minimum	Common patterns	Expiration	Retries	
Voice Features		💮 Global		Global	5		Never	Automatic	
Response Groups	/	<table-of-contents> test pin pol</table-of-contents>		User	4		60	5	
Conferencing									
Clients									
External User Access									
Monitoring and Archiving									
Security									
Network Configuration									

Figure 2-3: Microsoft Lync Server 2010 Control Panel - Conferencing > PIN Policy

In the example shown in Figure 2-3 above, two PIN policies are defined, Global and test pin pol.

	7. 7	o edit the PIN policy, double-click test pin pol ; the screen shown below is displayed	:t
	Fig	ure 2-4: Microsoft Lync Server 2010 Control Panel - Edit PIN Policy	
2	Lync Server	Administrator Sign o	ut
œ,	Lync Server	4.0.757	7.0
	Home	Conferencing Policy Meeting Configuration Dial-in Access Number PIN Policy	
33	Users		
24	Topology	Edit PIN Policy - test pin pol	
Ģ	IM and Presence	Commit X Cancel	
۲	Voice Routing	Scope: User Name:*	
6	Voice Features	test pin pol	
23	Response Groups	Description:	
Ŗ	Conferencing	test pin pol	
	Clients	Minimum PIN length:	
論	External User Access	4 ✓ Specify maximum logon attempts ?	
	Monitoring	Maximum logon attempts:	
	and Archiving	5	
	Security	Enable PIN expiration	
9	Network Configuration	PIN expires after (days): 60	
	comgaration		
		PIN history count:	
		Allow common patterns ?	

8. Edit the PIN parameters. Use Microsoft Lync instructions in the context-sensitive online help as reference (click ? adjacent to the parameter).

2.2 **Enabling a User for Hot Desking**

This subsection shows you how to enable a user for Hot Desking, using SPS Web Admin.

- \succ To enable a user for Hot Desking:
- 1. Access the SPS Web Admin.
- Click Management in the Navigation Tree and click Users under the SPS Settings 2. root node. Search for the user you want to enable for Hot Desking (nir3 in the example shown in Figure 2-5 below).

_

Figure 2-5: SPS Web Admin – Manage Users - Enabling a User for Hot Desking

anag	e Us	ers						
Sear	ch r	nir3	Go			Add New User	Delete Selected	Refresh
Sea		'nir3" Devices	Registered devices	5	Login Name	Display Name	<-first prev next last-> S	howing 1 to 1 of 1 use
		Devices	Registered devices	- land	A-DC.local	bispidy Hume	Line ord	
1	E	⊞(1)	23	Edit user Delete us Restart IF	ser	nir3	tel:+97237678503	o 🖉 😆

3. Click **Edit user**; the screen shown in Figure 2-6 is displayed.

.

	Figure 2-6: SPS Web Admin - Edit User X						
Edit User nir3@QA-DC.local							
User Settings Devices							
MOC sign in: n	ir3@QA-DC.local						
Display Name	nir3						
Line URI	tel: 97237678503						
User License Type	Mobile User License 🔹						
IP Phone display name	97237678503						
Advanced Settings Password							
 Permission for Hot Desking Enable Hot Desking Auto Login for IP Phone on startup (Force the system to bypass the media from/to the user device to/from the destination. This capability should only be set for devices that support Lync SRTP requirements, otherwise calls may fail.) Bypass Media 							

4. To allow this user to log in to other phones in the company, select the **Permission for**

Hot Desking option under Advanced Settings (expanded).



Note: Hot Desking is available only for supported phones.

5. Select the **Enable Hot Desking Auto Login for IP Phone on startup** option to enable Hot Desking Auto Login when the IP Phone starts up. Enable this option if the user uses a private phone. Disable the option for open area phones.

Auto Login automatically logs the IP phone in to the original default user when the phone is powered up. Login can also be performed automatically every predefined period, for example, every night. When enabled, the phone performs Auto Login when it is powered up.

6. In the Edit User screen, click the **Submit** button.

2.3 Enabling a User's Phone for Hot Desking

This subsection shows how to enable a user's phone for Hot Desking.

- > To enable the user's phone for Hot Desking:
- 1. Access the Edit User screen as instructed in Step 3 above.
- 2. In the Edit User screen, click the **Devices** tab; the screen shown below is displayed.

Figure 2-7: SPS Web Admin – Edit Device of User X

Edit device of user nir3@QA-DC.local									
Edit device of us	Edit device of user nir3@QA-DC.local								
Display Name	device 1								
IP-Phone Type	Audiocodes_320HD_1_6_x								
MAC Address	00908F1ED610								
License Type	Mobile User License								
IP-Phone Management									
Show SIP Configuration									
Generate configuration fil	es								
Advanced Settings									
IP-Phones Language	English -								
VLAN Discovery mode	Disabled -								
Enable phone with Hot Des	Enable phone with Hot Desking								

- 3. Select the Enable phone with Hot Desking option under Advanced Settings (expanded) to enable this device (phone) with Hot Desking.
- 4. In the Edit device screen, click the **Submit** button.



Note: Hot Desking is available only for supported phones.

 After you enable Hot Desking Auto Login and the user's device (phone), click Generate configuration files under the IP-Phone Management link to regenerate the IP phone configuration file.

2.4 Monitoring Hot Desking Phones

This subsection shows how to monitor Hot Desking phones.

- > To view the status of online Hot Desking phones
- 1. Click the Status & Diagnostics menu and in the Navigation Tree, click Online Hotdesk Phones under System Status; the screen shown below opens.

Figure 2-8: SPS Web Admin - Online Hotdesk Phones



2. Use Table 2-1 below as reference when determining the status of devices listed in the Hotdesk Online Phones screen shown above.

Table 2-1: Determining Device Status from the Hotdesk Online Phones Screen

Device Attribute	Description
Login SIP URI	Indicates the SIP URI of the current logged-in user
MAC Address	Defines the MAC address of the device
Original User	Indicates the original (default) user associated with this device
Time	Defines the time at which the current user logged in
IP Address	Defines the IP address of the device
Phone	Defines the phone number of the logged-in user

2.5 Managing a User's PIN

This subsection shows administrators how to manage user PINs.

2.6 Locking and Unlocking a User's PIN

Users may sometimes enter a situation in which their PIN locks. This can occur, for example, if the user tries a wrong PIN more than three times in succession. In such cases, only the administrator can unlock the PIN. This subsection shows administrators how to unlock a user's PIN.

> To unlock a user's PIN:

- 1. Open the Microsoft Lync Server 2010 Control Panel.
- 2. Click the **User**s menu (see Figure 2-1). If the user is locked, a lock icon is displayed on the user's line.
- **3.** Open the **Action** menu and select the **Unlock PIN** option as shown in Figure 2-9 below; the PIN is unlocked and the lock icon disappears.

Figure 2-9: Microsoft Lync Server 2010 Control Panel – Unlocking a User PIN

X	Lync Server 2010	0			Administrato	r Sign o
Æ.	Lyric Server 2010	U				4.0.7577
•	Home	User Search				
2	Users					
đ	Topology	Search LDAP search				
þ	IM and Presence	ad		× Find	🛱 📊 🕂 Add filter	*
\$	Voice Routing				Search re	sults: 10
	Voice Features	🖏 Enable users 🔻 🧪 Edit 🔻	Action V			2
,		Display name	Re-enable for Lync Server		Registrar pool	Teleph
>	Response Groups	Ademo1	Temporarily disable for Lync Server	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
p	Conferencing	Ademo2	Assign policies	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
5	Clients	Ademo3	View PIN status	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
5	External User	Ademo4	Set PIN	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
	Access	Ademo5	Lock PIN	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
	Monitoring and Archiving	Ademo6	Unlock PIN	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
	Security	Ademo7	Remove from Lync Server	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
	Network	Ademo8	Remove user certificate	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
2	Configuration	Ademo9	Move selected users to pool	c-sps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr
		adim	Move all users to pool	ps.audiocodes.com	lync-server.audc-sps.audiocodes.com	Enterpr

2.7 Setting and Resetting a User's PIN

This subsection shows administrators how to set/reset a user's PIN.

- To set/reset a user's PIN:
- 1. In Microsoft Lync Server 2010 Control Panel, select the user.
- 2. Open the Action menu as shown in Figure 2-9 above and choose the Lock PIN option; the Set PIN screen shown below is displayed.

Figure 2-10:	Set PIN-	Manually	enter a	a specific	PIN
--------------	----------	----------	---------	------------	-----

Set PIN		0 ×
The PIN has already been set for this user. Automatically generate a valid PIN Manually enter a specific PIN 121212		
	ОК	Cancel

- 3. Select the **Manually enter a specific PIN** option and in the field below enter the new PIN.
- 4. Click OK.

The screen below is displayed.

Figure 2-11: Set PIN – Communicating the New PIN to the User

Set PIN 🕡	×
The PIN has been set successfully. Communicate the new number to the user before closing this dialog box. If you do not, you might lose the PIN and have to repeat this step.	o
Show PIN	
Open my email application to send the new PIN to the user	
Close	

- 5. Select the **Show PIN** option or click the **Close** button.
- 6. Update the user with their new PIN.

3 Using Hot Desking

This section shows users how to use Hot Desking.

3.1 Setting the Lync PIN Code

This subsection shows users how to set the Lync PIN.

To set the Lync PIN:

1. Access PIN management: In the Microsoft Lync user screen, click the phone icon as shown below.

🔃 Microsoft Lync				
What's happening toda	ay?			
Ademo4 Available Set Your Lo				© -
2	1		"	T
Find a contact or dial	a number			₽
	1	2 ABC	3 DEF	
	4 GHI	5 JKL	6 MNO	
	7 PQRS	8 TUV	9 wxyz	
	*	o +	#	
	REDIAL		CALL	
		PIN 😪 C	heck	
🧐 👻 👻 👻 Call forwa	arding is off			

Figure 3-1: Microsoft Lync User Screen

2. Click the **PIN** icon

-OR-

Expand the **Show menu** > **Tools** > **Dial-in Conferencing Settings** as shown in Figure 3-2 below.



🗓 Microsoft Lync			_		1		
What's happening today?							
Ademo4				© -			U
Available - Set Your Location	-				<u>F</u> ile		
				ç	Meet Now		
	P	Ç"			Tools	<u>A</u> lway	s on Top
Find a contact or dial a numb				0	<u>H</u> elp	Recor	ding <u>M</u> anager
Find a contact of dial a nume					<u>S</u> how Menu Bar	Audio	De <u>v</u> ice Settings
1	2 ABC	3 DEF				Call Fo	orwarding <u>S</u> ettings
4 GF	HI 5 JKL	6 MNO					n Conferencing Settings
7 PC	QRS 8 TUV	9 wxyz				Respo	onse <u>G</u> roup Settings
*	0 +	#				<u>O</u> ptio	ns
REDI		CALL			II -		
		CALL					
	III PIN 🛛 📽 C	heck					
🧐 👻 👻 👻 Call forwarding is	s off						

Figure 3-2: Microsoft Lync User Screen - Dial-in Conferencing Settings

The website page shown in Figure 3-3 below is displayed.

Nicrosoft Lync 2010 - Mozilla Firefox		
Eile Edit View History Bookmarks Tools Help		
C X 🟠 L audiocodes.com https://dialin.audc-sps.audiocodes.com/	☆ • Soogle	م
🙍 Most Visited 📄 Getting Started 🔜 Latest Headlines		
L Microsoft Lync 2010 × L Microsoft Lync 2010 × ÷		-
Lync Server 2010		
Dial-in Conferencing Settings and PIN Management		
Personal Identification Number (PIN)		
To set your PIN and Conference ID you must first sign in.		
Sign In		
Conference Dial-in Numbers		
Region Number Available Languages		
Region Rumber Available Languages		
In Conference DTMF Controls		
DTMF Feature		
*6 Mute or unmute your microphone		
*4 Toggle audience mute		
*7 Lock or unlock the conference		
*9 Enable or disable announcements for participants entering and exiting the conference		
*3 Privately play the name of each participant in the conference		
*1 Play a description of the available DTMF commands		
*8 Admit all participants currently in the lobby to the conference		
The DTMF commands listed above may differ based on the configuration on the Organizer's		
site. To ensure accuracy, please click on the "Find a local number" link in the invite for your meeting.		

Figure 3-3: Lync Server 2010 - Dial-in Conferencing Setting and PIN Management – PIN Sign In

3. Click the **Sign In** link under Personal Identification Number (PIN); the Sign In page shown below is displayed.



		• •		•	
🕹 Microsoft Lync 2010 - Mozilla Firefox					
Eile Edit View History Bookmarks Tools Help					
C X 🏠 💷 audiocodes.com htt	os://dialin.audc-sps.audiocod	es.com/	☆・	Google	ut 7.0
ዾ Most Visited 📋 Getting Started 🔝 Latest Headlines					
Microsoft Lync 2010 × 🚺 Microsoft	oft Lync 2010	×÷			-
Lync ⁻ Server 2010					
Dial-in Conferencing Settings and	PIN Managemer	nt			
Sign In					
Sign in using your network logon credentials.					
Language: English (United States)	▼ Sigr	ı In 🔺			
	Sign in with a di	fforont account			
	<u>oign in with a u</u>	ilerent account			
Back to main page					
Dack to main page					
1					

Figure 3-4: Lync 2010 - Dial-in Conferencing Settings and PIN Management - Sign In

4. Log in using your network login credentials and click the **Sign In** button.

Figure 3-5: Lync 2010 - Dial-in Conferencing Settings and PIN Management – Reset your PIN



5. To reset your PIN, click the **Reset your PIN** link; the page below is displayed.

Figure 3-6: Lync 2010 - Dial-in Conferencing Settings and PIN Management – New PIN

5 81218.9.210 - Remote Desktop Connection	- • ×
🕙 Microsoft Lync 2010 - Mozilla Firefox	A
Ele Edit View Higtory Bookmarks Tools Help	
C X 🟠 U autocodes.com https://dalin.audc-sps.audiocodes.com/	😭 🔹 🔀 🖬 Google
🔎 Most Visited 🗋 Getting Started 🔊 Latest Headlines	
Lync 2010	
Do you want Firefox to remember the password for "ademo4@audc-sps.audiocodes.com" on audiocodes.com?	Remember
Lync Server 2010	
Dial-in Conferencing Settings and PIN Management	
Set Your PIN Your PIN: - must be between 5 and 24 digits long - cannot contain letters, spaces or special characters - cannot contain repeating or consecutive numbers, or match your phone number or	в
extension You use this PIN when you dial in to conferences and meetings on your company network.	
New PIN:	
Confirm PIN:	
OK Cancel	

- 6. Enter your **New PIN** and confirm it in the field below.
- 7. Click OK.

3.2 Using Hot Desking on AudioCodes IP Phones

This section shows how to use Hot Desking on AudioCodes 310HD and 320HD IP phones.

3.2.1 Using the AudioCodes 310HD IP Phone

The subsections below show you how to log in to and out of Hot Desking when using an AudioCodes 310HD IP phone.

3.2.1.1 Signing In

- To sign in with a new user identity:
- 1. From the idle screen, press the MENU key and select Switch User.



The Name screen is displayed.

- 2. Enter one of the following:
 - Your full name as it appears in the company's Directory
 - Your SIP URI
 - Your full phone number

3. Press Enter; you're now prompted for your PIN Code.



- 4. Enter your PIN Code and press Enter.
- 5. Use the **T** Navigation key to get to **Sign In** and press **Enter**.



The phone checks the user credentials and signs in with the new user identity.



Note:

- This operation can take up to one minute.
- After **Sign In** is complete, the phone is loaded with your private directory.

3.2.1.2 Signing Out

This subsection shows you how to perform Sign Out when using an AudioCodes 310HD IP phone. All changes in the phone's configuration after Login, with the exception of private directory, are lost when performing a Logout.

- > To sign out from the phone:
- 1. From the idle screen, press the **MENU** key and select **Sign out**.

Sign Out	
Call Log	

The phone signs out.



3.2.1.3 Viewing Error Messages

When a user enters wrong data, the screen displays error messages. For example, when a user enters a wrong PIN and tries to sign in, the screen displays **User does not exist**.

user	
does not exist	J

3.2.2 Using the AudioCodes 320HD IP Phone

The subsections below describe how to sign in to and out of Hot Desking on an AudioCodes 320HD IP phone.

3.2.2.1 Signing In

To sign in with a new user identity:

1. Access the Name submenu (MENU key > Switch User menu > Name submenu).

BMenu	17:15	🗅 Sign In	1123	17:15
1. Switch User		Name		
2. Call Log				
3. Directory		Pin Code		
4. Speed Dial	+			
Select	Back	A/a/1		Cancel

- 2. Enter one of the following:
 - Your full name as it appears in the company's Directory
 - Your SIP URI
 - Your full phone number
- 3. Press Enter; you're now prompted for your PIN Code.
- 4. Enter your PIN Code and press Enter.



5. Press the Sign In softkey.

The phone checks the user credentials and signs in with the new user identity.



After the **Sign In** process is complete, the phone displays a HOTDESK message on the uppermost left side of the phone's display.



Note:



• After **Sign In** is complete, the phone is loaded with your BLF and private directory.

• All changes in the phone's configuration after Login are lost after Logout with the exception of BLF and the private directory.

3.2.2.2 Signing Out

- > To sign out from the phone:
- 1. Access sign out (Menu key > Sign Out menu).
- 2. Select Sign Out.

B Menu	17:17
1. Sign Out	
2. Switch User	
3. Call Log	
4. Directory	+
Select	Back



Note: After clicking the **Menu** key, the screen displays **Switch User** as the second option in the list, below the **Sign Out** option.

3.2.2.3 Viewing Error Messages

When wrong data is entered, the screen displays error messages. For example, when a user enters a wrong PIN and tries to sign in, the screen displays **User does not exist**.



Reader's Notes



Administrator and User Manual

www.audiocodes.com