

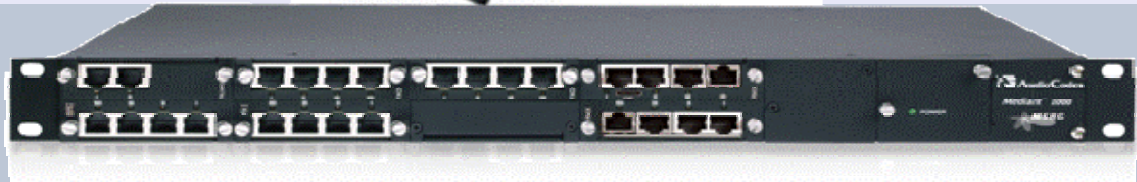
AudioCodes® SPS

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





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## 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.

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## 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.

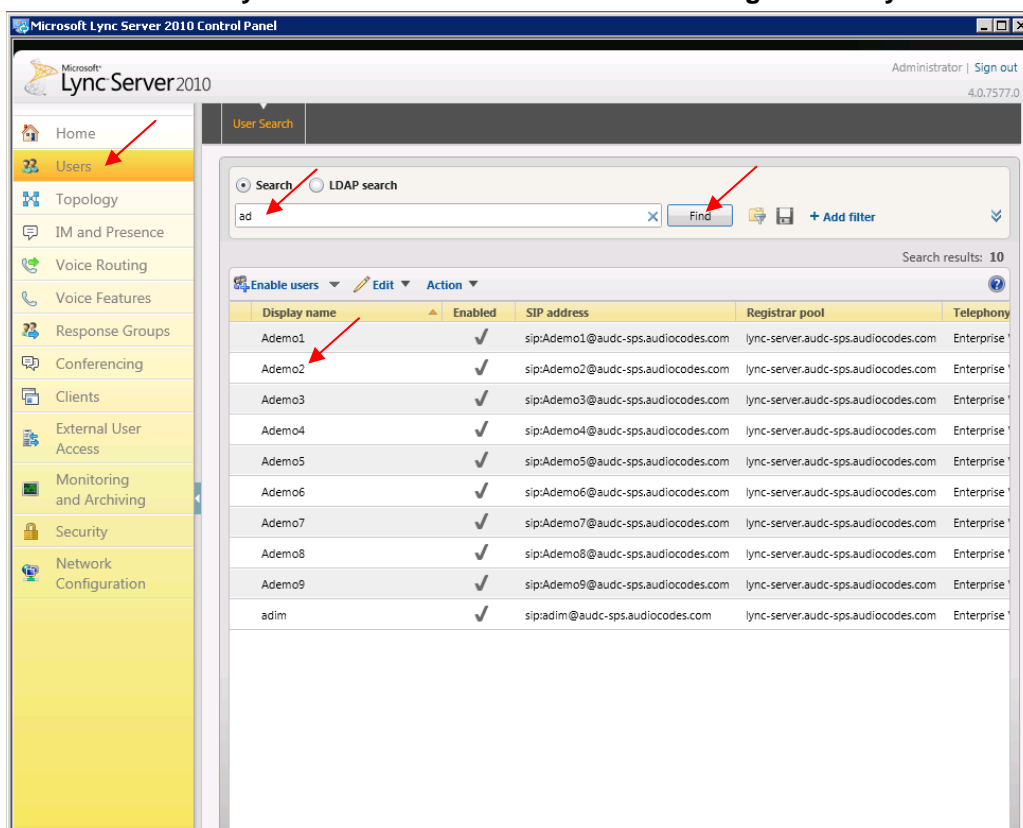
### 2.1 Enabling PIN Policy in Lync

Hot Desking uses the same PIN policy as that used by Lync for the Lync Conferencing Control from DTMF.

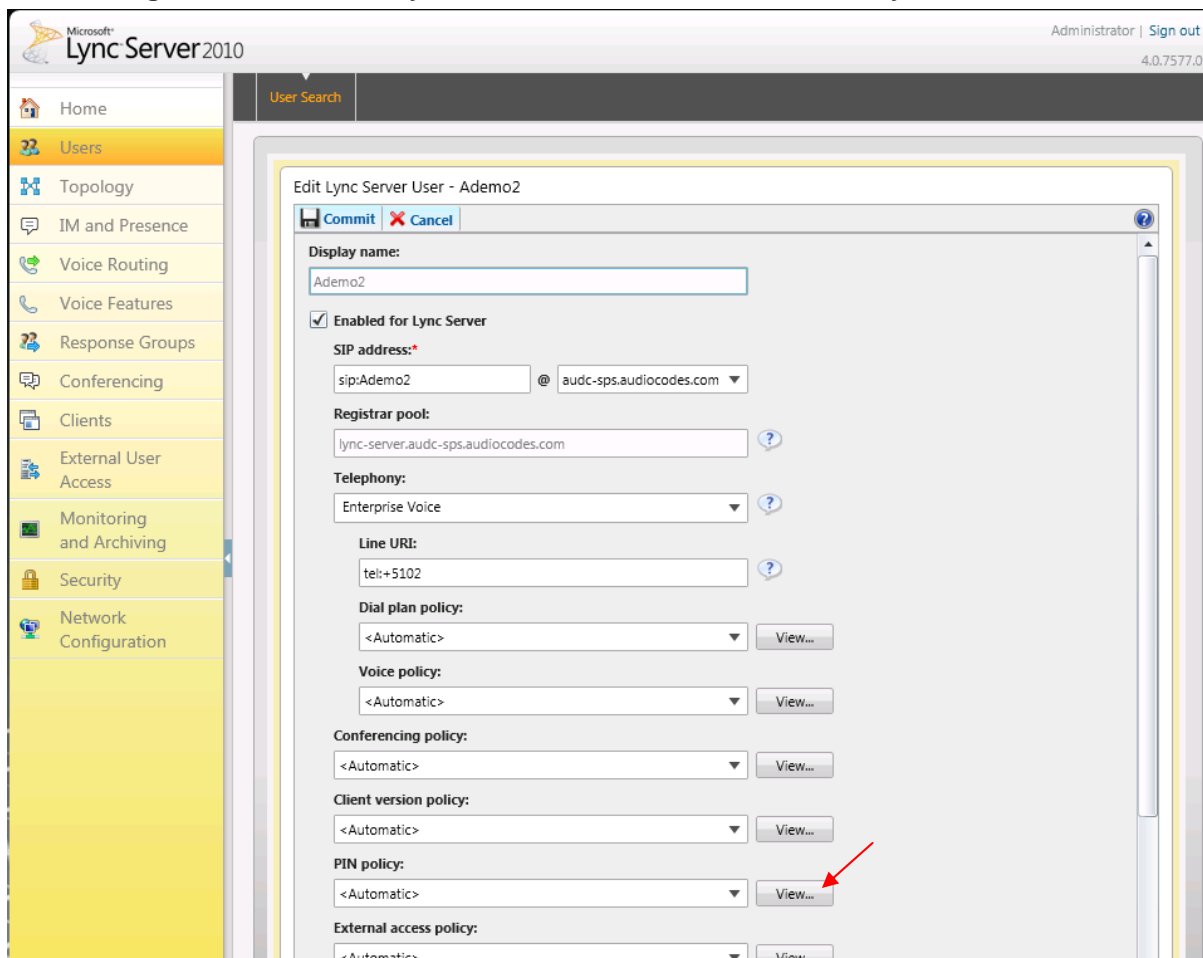
➤ **To enable PIN policy:**

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**



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:

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


Microsoft Lync Server 2010 Administrator | Sign out 4.0.7577.0

User Search

Home  
Users  
Topology  
IM and Presence  
Voice Routing  
Voice Features  
Response Groups  
Conferencing  
Clients  
External User Access  
Monitoring and Archiving  
Security  
Network Configuration

Edit Lync Server User - Ademo2

Commit Cancel

Display name:  
Ademo2

Enabled for Lync Server

SIP address:  
sip:Ademo2 @ audc-sps.audiocodes.com

Registrar pool:  
lync-server.audc-sps.audiocodes.com

Telephony:  
Enterprise Voice

Line URI:  
tel:+5102

Dial plan policy:  
<Automatic> View...

Voice policy:  
<Automatic> View...

Conferencing policy:  
<Automatic> View...

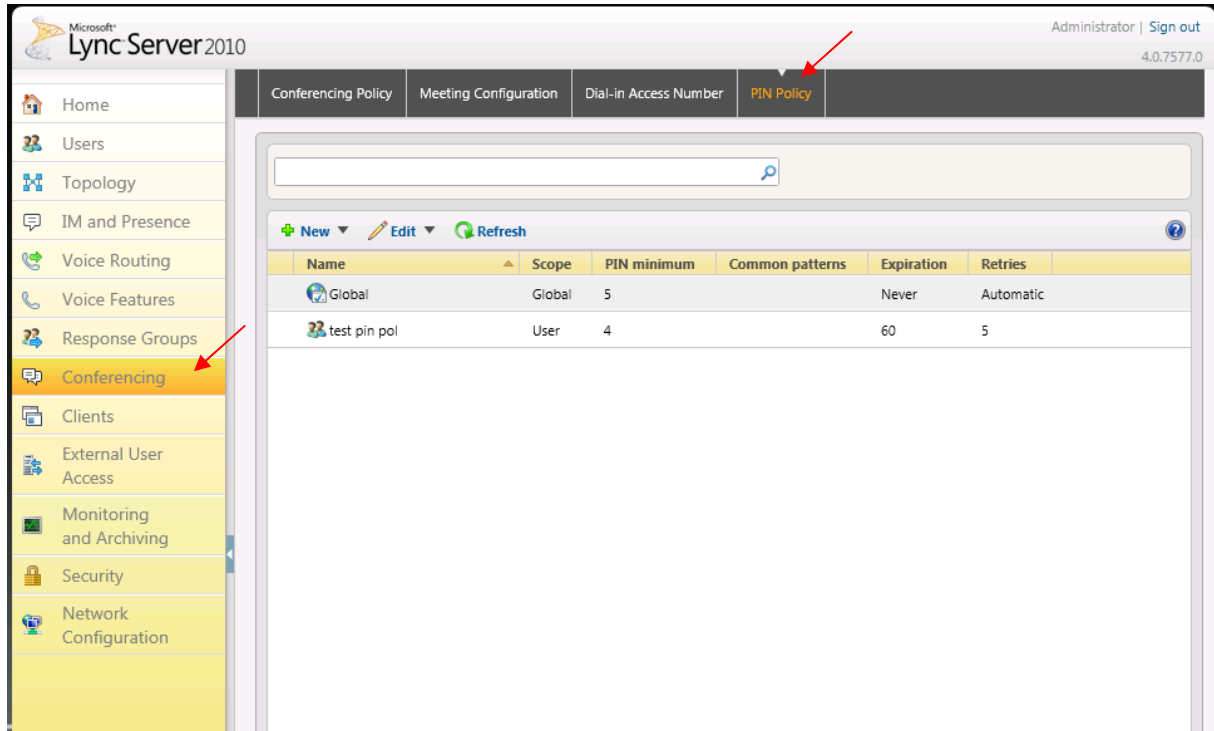
Client version policy:  
<Automatic> View...

PIN policy:  
<Automatic> View...

External access policy:  
<Automatic> View...

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:

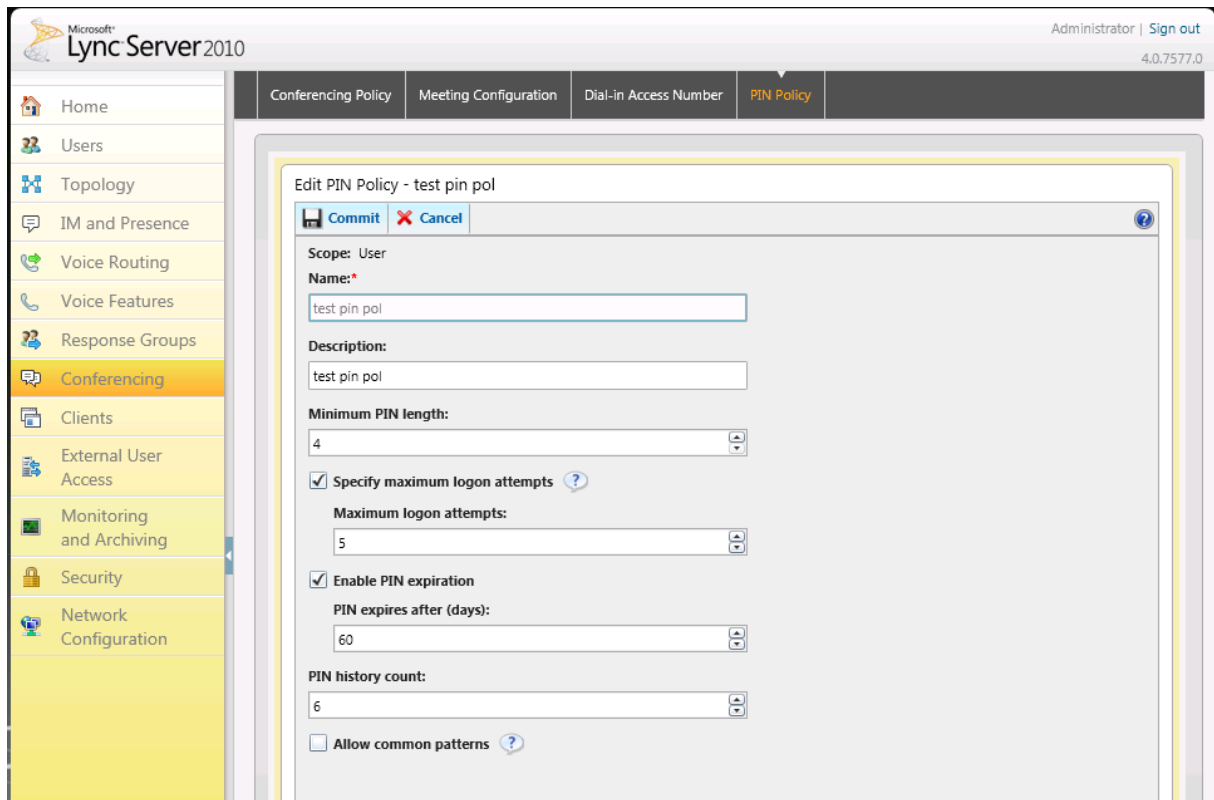
Figure 2-3: Microsoft Lync Server 2010 Control Panel - Conferencing > PIN Policy



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

- To edit the PIN policy, double-click **test pin pol**; the screen shown below is displayed:

Figure 2-4: Microsoft Lync Server 2010 Control Panel - Edit PIN Policy



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

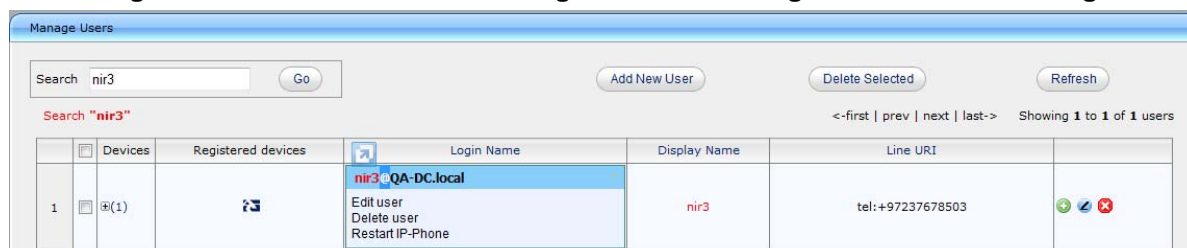
## 2.2 Enabling a User for Hot Desking

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

➤ **To enable a user for Hot Desking:**

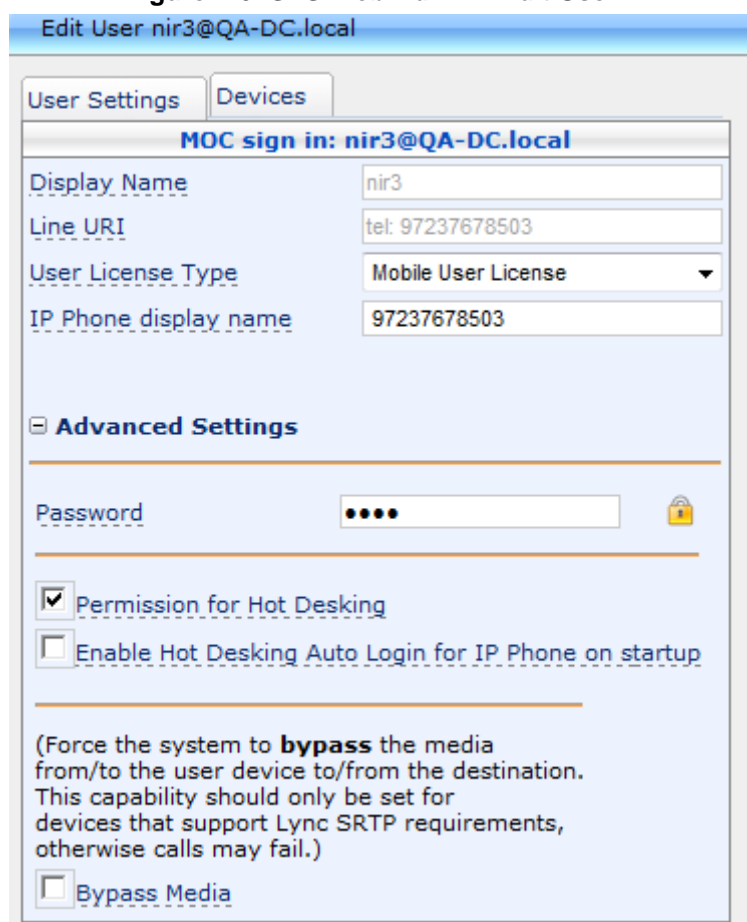
1. Access the SPS Web Admin.
2. Click **Management** in the Navigation Tree and click **Users** under the **SPS Settings** root node. Search for the user you want to enable for Hot Desking (**nir3** in the example shown in Figure 2-5 below).

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



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

**Figure 2-6: SPS Web Admin - Edit User X**



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**

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.

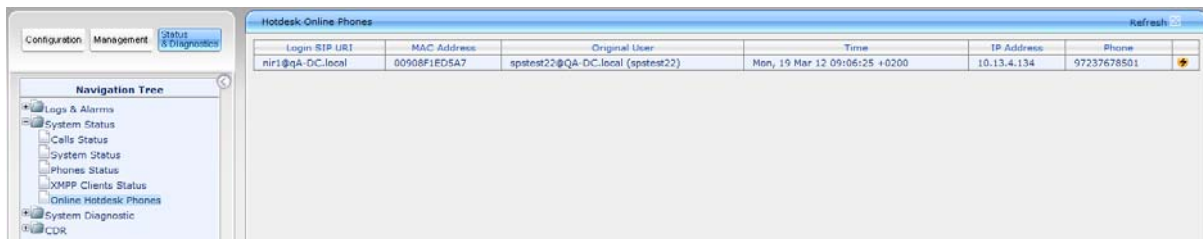
## 2.4 Monitoring Hot Desking Phones

This subsection shows how to monitor Hot Desking phones.

➤ **To view the status of online Hot Desking phones**

- 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**



- 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.

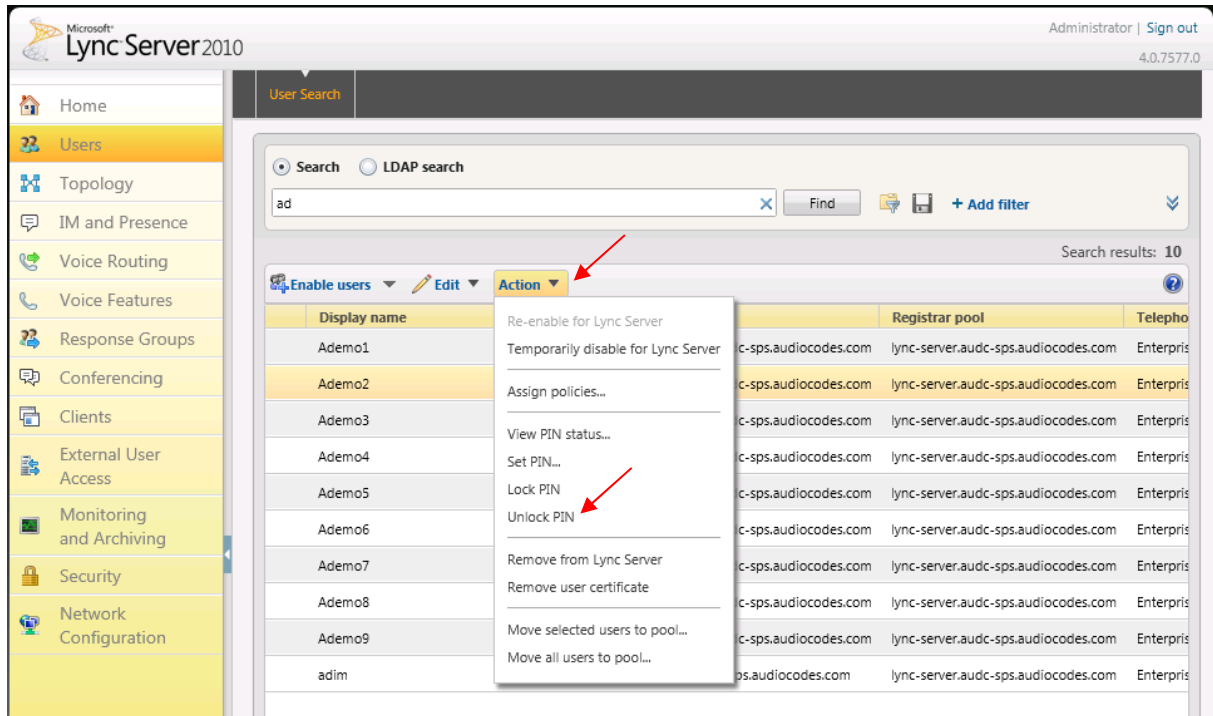
## 2.6 Locking and Unlocking a User's PIN

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 **Users** 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**

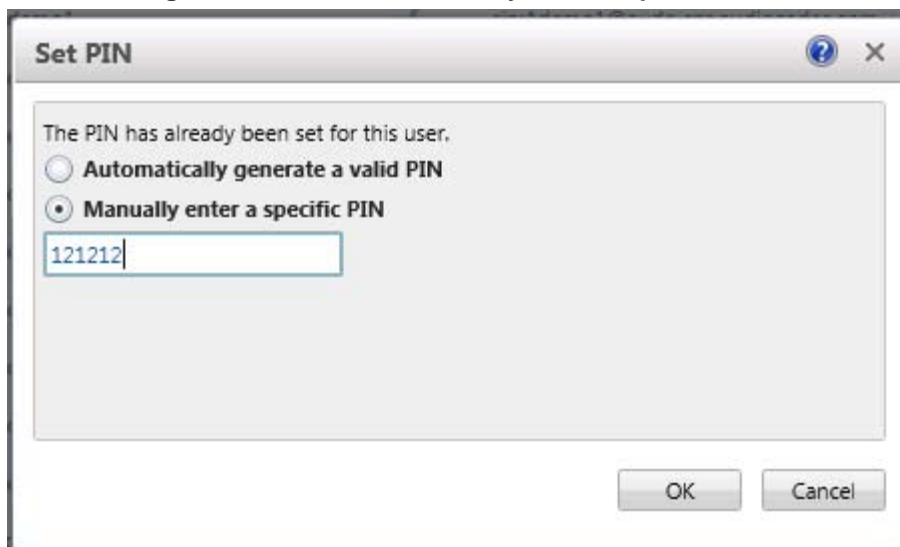


## 2.7 Setting and Resetting a User's PIN

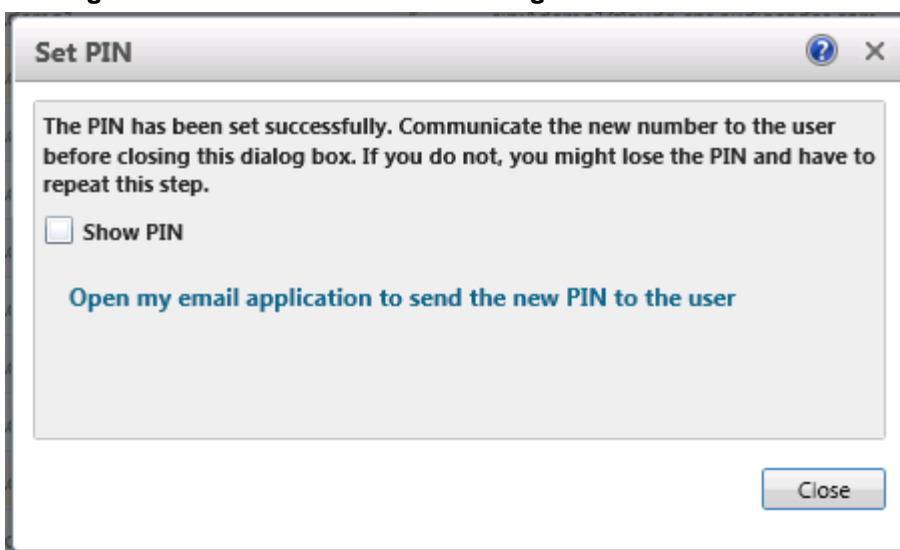
This subsection shows administrators how to set/reset a user's PIN.

➤ **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 specific PIN**


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**


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.

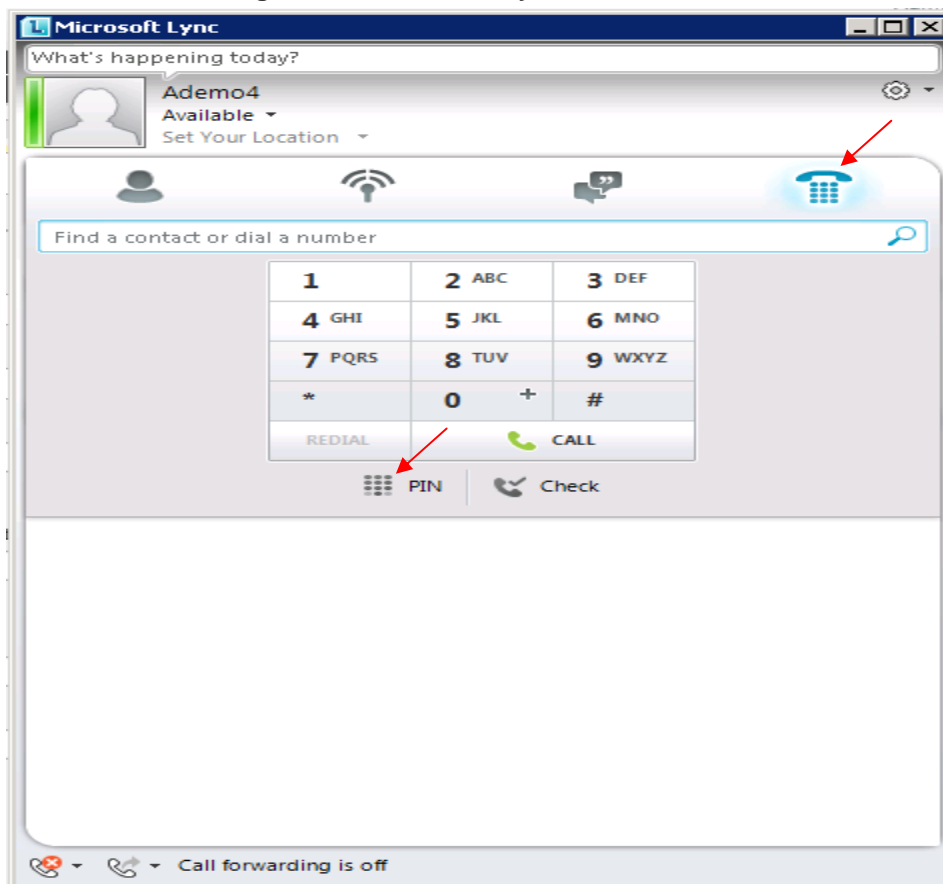
### 3.1 Setting the Lync PIN Code

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.

**Figure 3-1: Microsoft Lync User Screen**

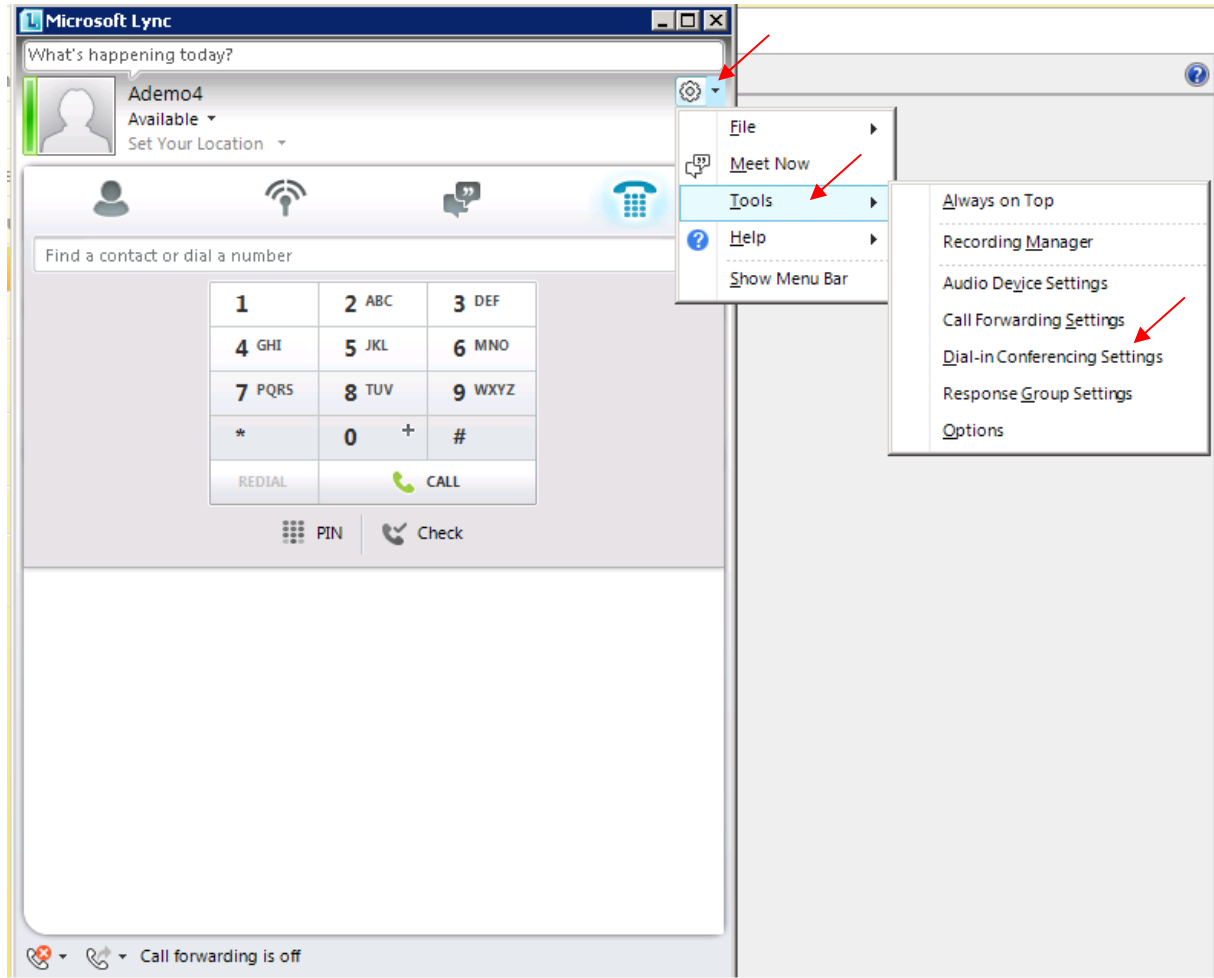


2. Click the **PIN** icon

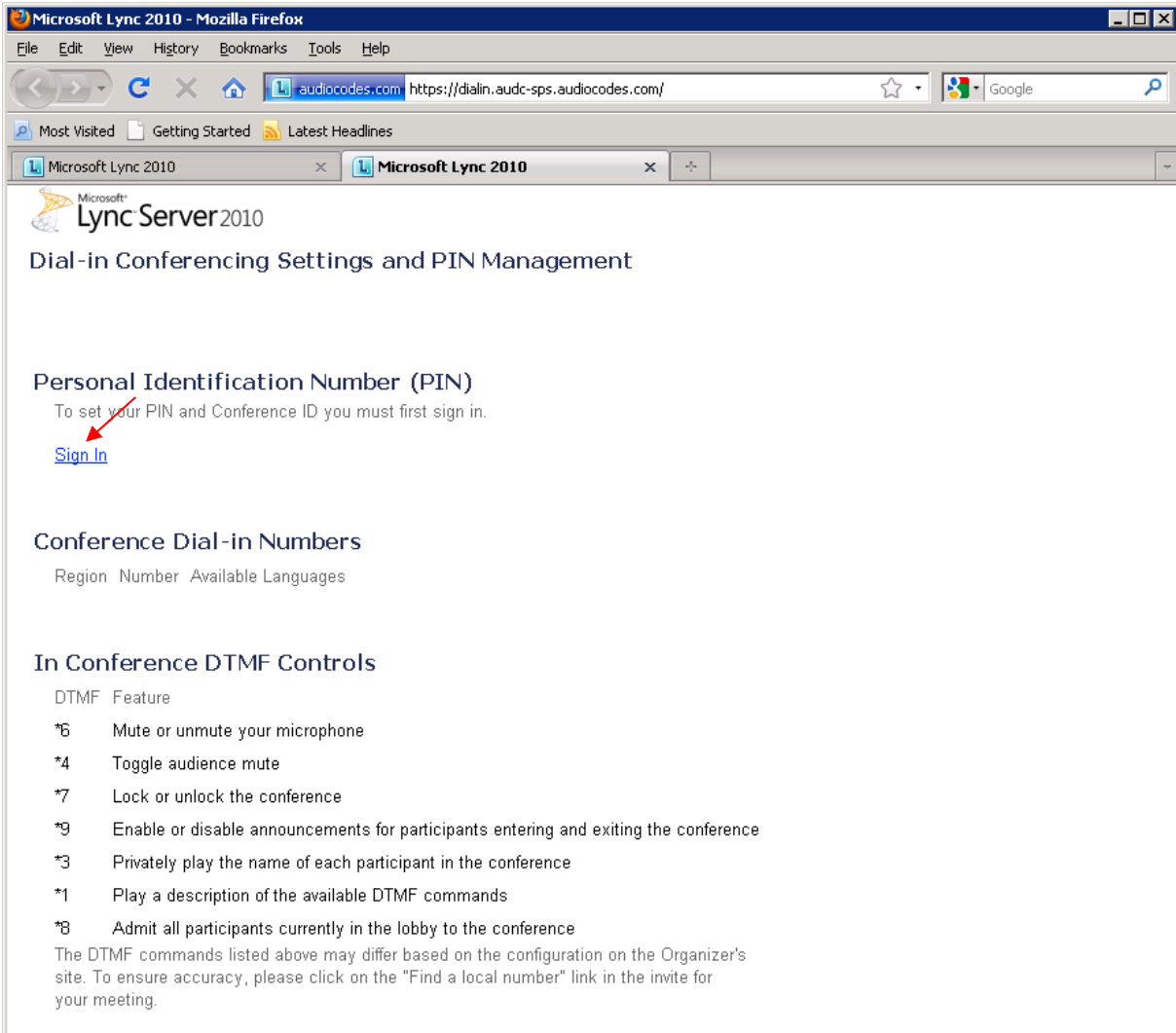
-OR-

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

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



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

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

The screenshot shows a Mozilla Firefox browser window with the URL <https://dialin.audc-sps.audiocodes.com/>. The page title is "Microsoft Lync Server 2010" and the main heading is "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

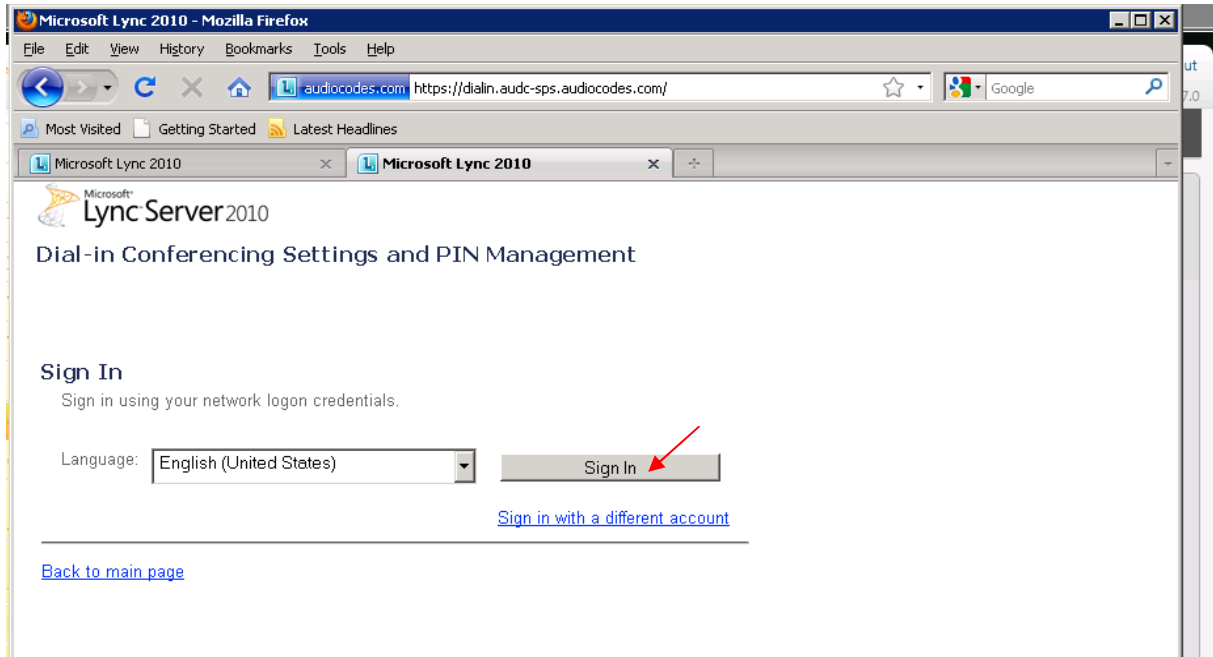
**In Conference DTMF Controls**

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.

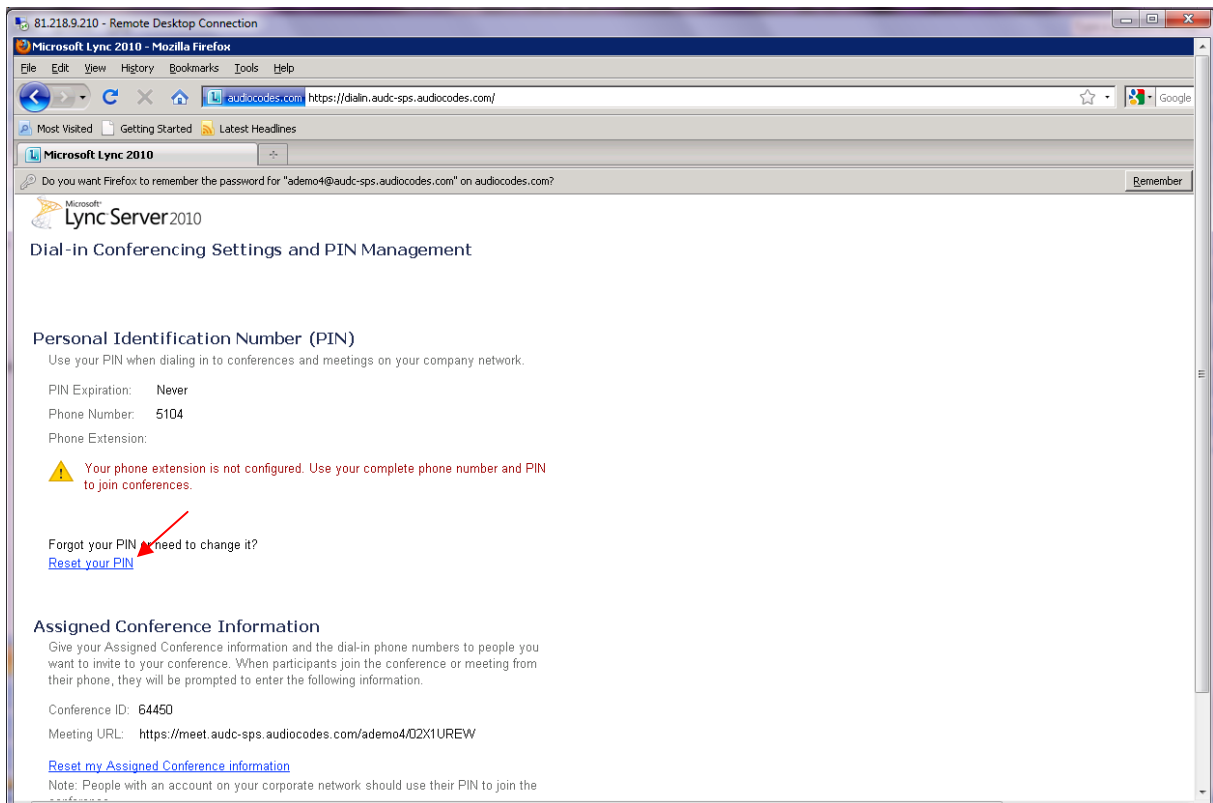
3. Click the **Sign In** link under Personal Identification Number (PIN); the Sign In page shown below is displayed.

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



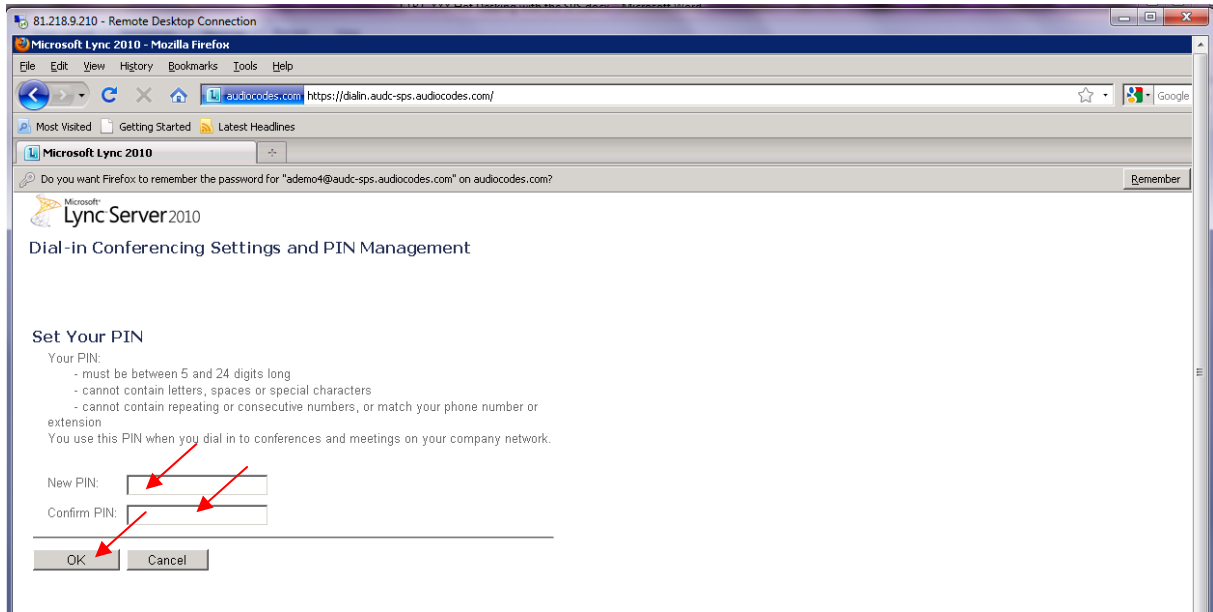
4. Log in using your network logon credentials and click the **Sign In** button.

**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**



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.

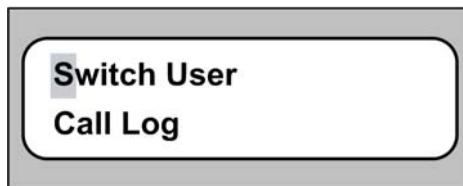
### 3.2.1 Using the AudioCodes 310HD IP Phone

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

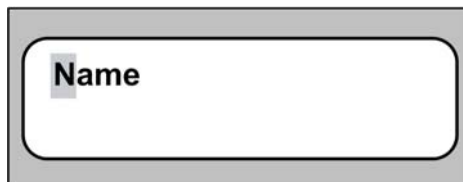
#### 3.2.1.1 Signing In

- **To sign in with a new user identity:**

1. From the idle screen, press the MENU key and select **Switch User**.

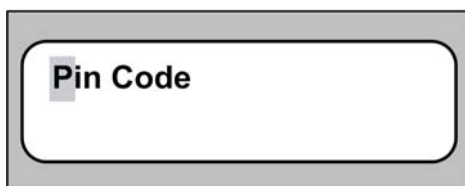



The Name screen is displayed.

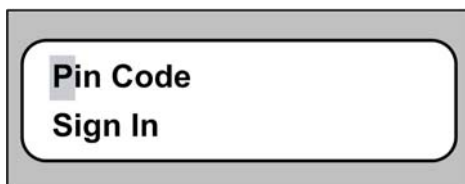


2. Enter one of the following:
  - Your full name as it appears in the company’s Directory
  - Your SIP URI
  - Your full phone number

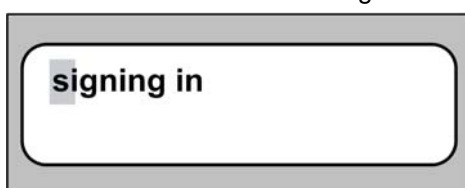
3. Press **Enter**; you're now prompted for your PIN Code.



4. Enter your PIN Code and press **Enter**.
5. Use the  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:**

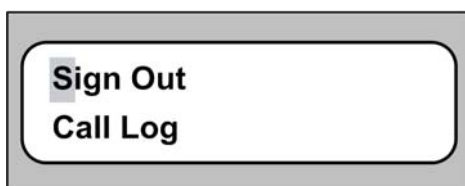
- This operation can take up to one minute.
- After **Sign In** is complete, the phone is loaded with your private directory.

### 3.2.1.2 Signing Out

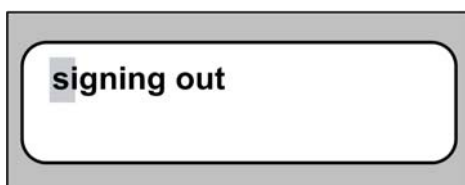
This subsection shows you how to perform Sign Out when using an AudioCodes 310HD IP phone. All changes in the phone's configuration after Login, with the exception of private directory, are lost when performing a Logout.

➤ **To sign out from the phone:**

1. From the idle screen, press the **MENU** key and select **Sign out**.

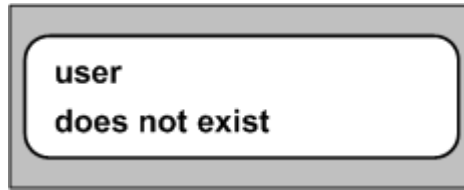


The phone signs out.



### 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**.



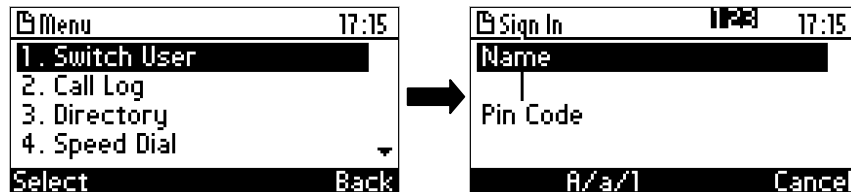
## 3.2.2 Using the AudioCodes 320HD IP Phone

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

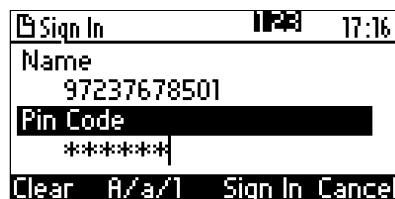
### 3.2.2.1 Signing In

➤ **To sign in with a new user identity:**

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



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**.

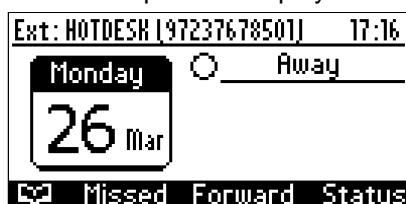


5. Press the **Sign In** softkey.

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.



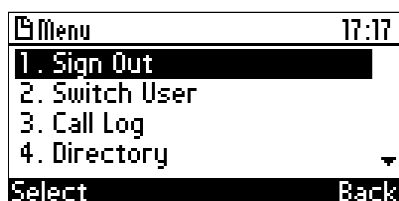
**Note:**

- 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**.



**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