

# 8x8 Hot Desk - An Overview

User Guide



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## Hot Desk Overview

8x8 Hot Desk is an excellent tool that helps mobile managers and supervisors to have a more personalized, secure, and convenient phone experience whether traveling, working a shift at a shared desk, or at home. Whether it is to ensure security, optimize desk space, or help the productivity of traveling and virtual employees, 8x8 Hot Desk extensions give you flexibility.

- Order a Hot Desk extension, and add the emergency service address to the host device.
- A Hot Desk extension must be associated with a physical device.
- Any extensions user in the PBX can log in to the Hot Desk host as a guest, and use it as their phone.
- Log in by dialing <\*43>, followed by the extension number and the associated voicemail password.
- When a guest user is logged in, the phone acts as a slave and shows the extension user DID.
- To log out, dial <\*43>, the extension and voicemail password from the host device or any Virtual Office client, including the Virtual Office desktop app and Virtual Office mobile app.
- The host allows calling if a guest is logged in, or when dialing an emergency number. You cannot receive or place calls at other times.

## Use Cases

### **24/7 Call Center**

Shift workers who use the same desk but have separate voicemail boxes and phone numbers can benefit from Hot Desk.

### **Traveling Sales or Field Force Team**

Companies can set up Hot Desk for travelers to use the phone as if it were their own.

### **Home Office**

Companies that have a virtual workforce may want an added layer of security and/or convenience for their employees,

and issue devices with a Hot Desk extension for use in a home office.

### Shared Office Workspace

Users from different companies can leverage the same phone hardware and desk while keeping their phone number and voicemail.

## How Does Hot Desking Work?

An extension user logs in to a Hot Desk host as a guest, and uses the desk phone as their own extension phone.

Refer to the following terminology:

Term	Definition
Hot Desk Host	<ul style="list-style-type: none"> <li>■ A dedicated device that can be logged in to by a guest. The device does not belong to anyone, but is used in a hotel, cubicle, or other shared space.</li> <li>■ Anyone can use the device to call emergency services whether logged in or not.</li> <li>■ The guest cannot make or receive any other calls (despite being associated with a DID and location).</li> <li>■ The host extension cannot be a member of a ring group, auto attendant, call queue, or have a slave.</li> <li>■ The host must have a device.</li> </ul>
Hot Desk Guest	<ul style="list-style-type: none"> <li>■ A slave extension that can be logged in to a host by dialing &lt;*43 + extension + voicemail password&gt;.</li> <li>■ When logged in as a guest, the host device adopts the same behavior as other slave (Virtual Office desktop app or Virtual Office mobile app) devices.</li> <li>■ Device-specific configuration associated with the master extension does not transfer when a user is Hot Desked on a host regardless of OEM (Original Equipment Manufacturer).</li> </ul>
Slave Extension	Slave extensions are used for the Virtual Office desktop app, Virtual Office mobile app, and Hot Desk to extend the master extension capabilities.

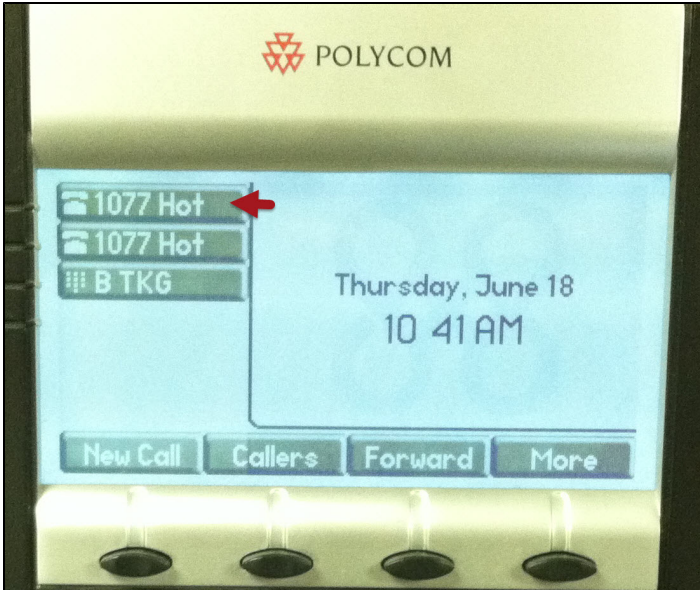
#### To log in to a Hot Desk host:

1. From a Hot Desk host, dial <\*43>.
2. At the prompt, enter your extension number, followed by your voicemail password.  
The phone reboots, and displays the user name and extension number. You can now make and receive calls as though you are using your desk phone.

#### To log out of a Hot Desk host:

1. From the Hot Desk host, dial <\*43>.

- At the prompt, enter your extension number, followed by the voicemail password. The phone reboots, and displays the host name and extension number.



#### To log out of a Hot Desk host remotely:

- Log in to any Virtual Office client, such as the Virtual Office desktop app or Virtual Office mobile app.
- Dial <\*43>, followed by extension number and voicemail password. You are logged out of the Hot Desk host.



**Note:** If you forget to log out, as soon as another guest logs in to the Hot Desk, your extension will be logged out.

## How Do I Make Emergency Calls from a Hot Desk Host?

The Hot Desk host does not allow you to make or receive any calls when you are not logged in as a guest. The only exception, however, is making emergency calls. In North America, you just should dial 911, like on any other phone. The physical location of the Hot Desk phone is registered as the emergency address of the call.

## Can I Use Any 8x8 Device as a Hot Desk Host?

Hot Desk can be applied to the following endpoints:

- CISCO SPA 303G
- CISCO SPA 504G
- CISCO SPA 525G2
- POLYCOM SOUNDPOINT IP 335
- POLYCOM SOUNDPOINT IP 550
- POLYCOM SOUNDPOINT IP 560
- POLYCOM SOUNDPOINT IP 670
- POLYCOM SOUNDSTATION IP 5000 SPEAKERPHONE
- POLYCOM SOUNDSTATION IP 6000 SPEAKERPHONE
- POLYCOM SOUNDSTATION IP 7000 SPEAKERPHONE
- POLYCOM VVX 1500
- POLYCOM VVX 600, 601
- POLYCOM VVX 500, 501
- POLYCOM VVX 410, 411
- POLYCOM VVX 400, 401
- POLYCOM VVX 310, 311
- POLYCOM VVX 300, 301
- POLYCOM REAL PRESENCE TRIO 8800
- YEALINK SIP-T23G
- YEALINK SIP-T41P
- YEALINK SIP-T42G
- YEALINK SIP-T46G
- YEALINK SIP-T48G
- YEALINK SIP-T49G
- YEALINK CP860

Hot Desk functionality is not supported on the following devices:

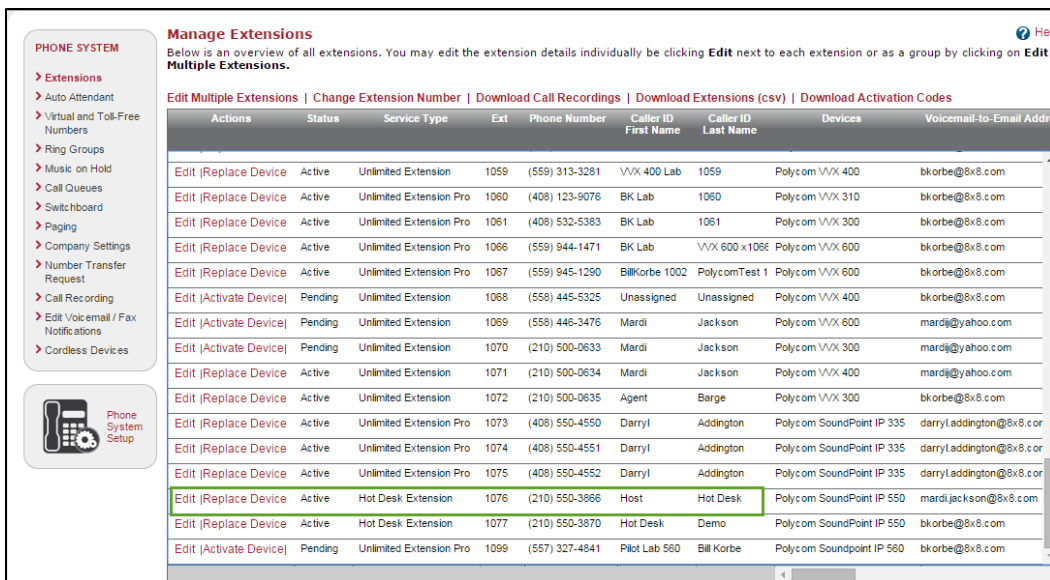
- All DECT phones (Spectralink, Panasonic KX-TGP600B, Yealink W52p)
- Legacy Aastra devices
- Cisco SPA 122 ATA

## Set up Hot Desk

With the 8x8 Hot Desk feature, employees log into a shared phone that immediately behaves like their own extension. They can make and receive calls, and check their messages. 8x8 Hot Desk extensions help employees have a more personalized, secure, and convenient phone experience, whether traveling to other offices or working a shift at a shared desk. For more details on this feature, refer to the [Hot Desk User Guide](#). You can configure the caller ID and emergency service address for this extension in Account Manager. Work with your 8x8 sales agent to place an order for Hot Desk hot lines. Once the order is processed, the Hot Desk phone extension numbers in Account Manager are listed under **Phone System > Extensions**.

### To configure a Hot Desk extension:

1. Click **Phone System** in the top navigation bar.
2. On **View All Extensions**, click **View**.
3. Find the Hot Desk extension number, and click **Edit**.



**Manage Extensions**

Below is an overview of all extensions. You may edit the extension details individually by clicking **Edit** next to each extension or as a group by clicking on **Edit Multiple Extensions**.

[Edit Multiple Extensions](#) | [Change Extension Number](#) | [Download Call Recordings](#) | [Download Extensions \(csv\)](#) | [Download Activation Codes](#)

Actions	Status	Service Type	Ext	Phone Number	Caller ID First Name	Caller ID Last Name	Devices	Voicemail-to-Email Address
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension	1059	(559) 313-3281	VXX 400 Lab	1059	Polycm VXX 400	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1060	(408) 123-9076	BK Lab	1060	Polycm VXX 310	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1061	(408) 532-5383	BK Lab	1061	Polycm VXX 300	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1066	(559) 944-1471	BK Lab	VXX 600 x1066	Polycm VXX 600	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1067	(559) 945-1290	BillKorbe 1002	PolycmTest 1	Polycm VXX 600	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Activate Device)</a>	Pending	Unlimited Extension	1068	(558) 445-5325	Unassigned	Unassigned	Polycm VXX 400	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Activate Device)</a>	Pending	Unlimited Extension	1069	(558) 446-3476	Mardi	Jackson	Polycm VXX 600	mardij@yahoo.com
<a href="#">Edit</a> <a href="#">(Activate Device)</a>	Pending	Unlimited Extension	1070	(210) 500-0633	Mardi	Jackson	Polycm VXX 300	mardij@yahoo.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension	1071	(210) 500-0634	Mardi	Jackson	Polycm VXX 400	mardij@yahoo.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension	1072	(210) 500-0635	Agent	Barge	Polycm VXX 300	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1073	(408) 550-4550	Darryl	Addington	Polycm SoundPoint IP 335	darryl.addington@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1074	(408) 550-4551	Darryl	Addington	Polycm SoundPoint IP 335	darryl.addington@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Unlimited Extension Pro	1075	(408) 550-4552	Darryl	Addington	Polycm SoundPoint IP 335	darryl.addington@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Hot Desk Extension	1076	(210) 550-3866	Host	Hot Desk	Polycm SoundPoint IP 550	mardijackson@8x8.com
<a href="#">Edit</a> <a href="#">(Replace Device)</a>	Active	Hot Desk Extension	1077	(210) 550-3870	Hot Desk	Demo	Polycm SoundPoint IP 550	bkorbe@8x8.com
<a href="#">Edit</a> <a href="#">(Activate Device)</a>	Pending	Unlimited Extension Pro	1099	(557) 327-4841	Pilot Lab 560	Bill Korbe	Polycm Soundpoint IP 560	bkorbe@8x8.com

4. Enter or update the caller ID first name and last name.
5. Verify the emergency address.



6. Click **Edit** next to **Emergency Service Address** to change the address.

The screenshot shows the 8x8 Account Manager interface. At the top, the user is logged in as Nalini Ananthamurthy. The main navigation bar includes links for HOME, PHONE SYSTEM, BILLING, REPORTING, ORDERS, ACCOUNTS, SUPPORT, and VIRTUAL OFFICE ONLINE. The current page is 'Edit Extension' under the 'PHONE SYSTEM' section. The page is divided into two main sections: 'Extension Information' and 'Extension Settings'. The 'Extension Information' section contains fields for External Caller ID (First Name: Hot Desk, Last Name: Demo), Phone Number ((210) 550-3870), Extension (1077), Plan (Hot Desk Extension), and Equipment (Polycom SoundPoint IP 550). The 'Extension Settings' section contains fields for Time Zone (US/Pacific), Preferred Codec (G.729A (30 kbps)), and Emergency Service Address (2125 ONEL DR, SAN JOSE, CA 95131-2032). The 'Emergency Service Address' field is highlighted with a green box, and a green arrow points to the 'Edit' link next to it. At the bottom of the page, there are 'Save Changes' and 'Cancel' buttons.

- 7. Click **Save Changes**.

The extension appears as a Hot Desk extension on the phone (in this case, 1077 Hot).

