



Nortel Agile Communication Environment

Hot Desking Application User Guide

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Introduction

The Nortel Hot Desking application is a web application that uses Web Services interfaces exposed by the Nortel Agile Communication Environment (ACE) to provide a portal for users to manage their various phone and video devices.

This could be as simple as controlling the call forward status of their desk phone, to registering a hot desk.

The Hot Desking application offers a combination of the following features to end users:

- Profile Management – Make a device primary, alter call forwarding.
- Hot Desking – Assign a new temporary phone automatically via the Hot Desking registration wizard.
- Context Aware Routing (My Settings) – Have your desk phone call-forward settings automatically altered depending on a Sametime presence state.
- Corporate Phone Directory Integration – LDAP or AD directory integration to click to call other users. (Also view presence of other users if available)
- Speech Dial Integration – If there is speech dial configured in the network, a quick access icon is presented that will click to call the system.

Intended audience

The *Hot Desking Application User Guide* is intended to familiarize users with the desktop application.

Hot Desking Application navigation

The Hot Desking Application web page is made up of three distinct areas that provide the status of your phone, video, and chat applications as follows:

- Banner items (user's presence)
- Control Panel (which phone/video device to be contacted on)
- Hotdesk Registration (register a temporary phone to be contacted on)

NORTEL Hotdesking Application

Alice SMITH

Communication

Phone Call Video Call

My Devices No Outgoing Calls My Settings

Status	Type	Device	Address	Forward Calls
Primary Device	Phone	Office Desk Phone	65605344	Not Forwarded
Make Primary	Phone	Mobile Phone	+1 214 585 1441	
Make Primary	Phone	Hotdesk		
Primary Device	Video	Tandberg VC	alice.smith@tandberg.europe.nortel.com	

Hotdesk Registration

Hotdesk Setup Hotdesk Release Hotdesk Settings

If you are away from your desk, you can use this feature to register a temporary/hotdesk phone. This phone will then become your primary phone for both presence and calls until you cancel it.

Set Up Your Hotdesk

At the end of the process, your desk phone will be call forwarded to the hotdesk. (Unless it is already forwarding elsewhere)

v2.0.0.5993 - Logged in as ACE UserID demo2 Copyright 2009 Nortel

Banner items

The top of the Hot Desking Application page has banner items that provide the following information:

- Capability and presence status (video, phone, and chat)
- User identification and supported devices



Hovering over each presence status icon provides more information as a tool tip.

Presence Status (video, phone, and chat)

The presence status icons shown in the following sections are for example purposes only. The Hot Desking Application can support more than one suite of presence status icons, and icons can be altered on request to conform to a specific customer deployment.

Video capability

The video icon shows the capability and presence status for your video phone device, and indicates the following conditions.

Icon	Status
	Not Video Capable You do not have a video device. Contact your administrator to enable video capability.
	Video Capable - Status is Offline Video device is switched off, or is set to "Appear Offline"
	Video Capable – Status is Unknown You have a video device and can be called, but the device is connected to a video system from which the Hot Desking Application cannot retrieve presence. Contact your administrator to enable presence functionality on the video system.
	Video Capable - Status is Available
	Video Capable - Status is Busy (In a Video Call)

	Video Capable - Status is Away
	Video Capable - Status is Do Not Disturb

Phone capability

The phone icon shows the capability and presence status for your phone device, and indicates the following conditions.

Icon	Status
	Not Phone Capable You do not have a phone device. Contact your administrator to enable phone capability.
	Phone Capable – Status is Offline
	Phone Capable – Status Unknown You have an enabled phone device and can be called, but the device is connected to a phone system from which the Hot Desking Application cannot retrieve presence. Contact your administrator to enable presence functionality on the phone system.
	Phone Capable – Status is Available
	Phone Capable – Status is Busy / On The Phone

Chat capability

The chat icon shows the capability and presence status for your chat application, and indicates the following conditions.

Icon	Status
	Not Chat Capable Contact your administrator to enable chat capability.
	Chat Capable – Status is Unknown
	Chat Capable – Status is Offline
	Chat Capable – Status is Available
	Chat Capable – Status is Away
	Chat Capable – Status is In A Meeting
	Chat Capable – Status is Do Not Disturb

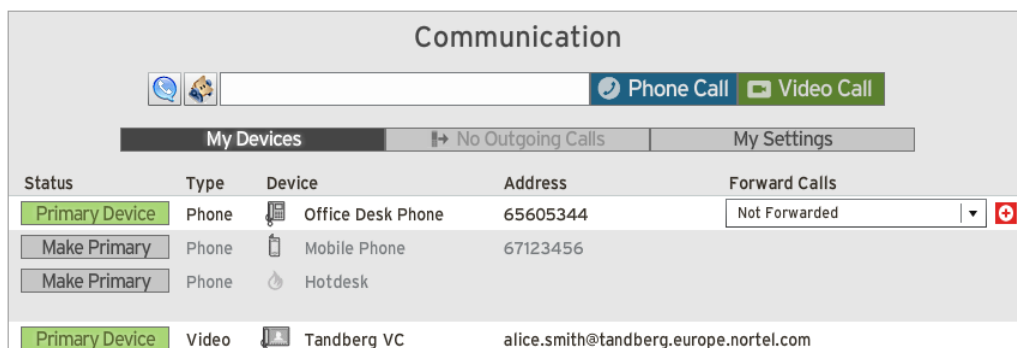
User identification and supported devices

This banner item identifies your Hot Desking Application user name, and indicates the devices that are available to you, for example

- <user name> (No devices are available)
- <user name> (Phone and Sametime are available)

Communication

The Communication area of the Hot Desking Application page is primarily used for managing devices and making calls.



The screenshot shows the 'Communication' section of the Hot Desking Application. At the top, there is a search bar with two icons (a person and a phone) and two buttons: 'Phone Call' (blue) and 'Video Call' (green). Below this is a tabbed interface with three tabs: 'My Devices' (selected), 'No Outgoing Calls', and 'My Settings'. The 'My Devices' tab displays a table of devices.

Status	Type	Device	Address	Forward Calls
Primary Device	Phone	Office Desk Phone	65605344	Not Forwarded
Make Primary	Phone	Mobile Phone	67123456	
Make Primary	Phone	Hotdesk		
Primary Device	Video	Tandberg VC	alice.smith@tandberg.europe.nortel.com	

Making calls

This section describes how the user can make phone and video calls using the **Phone Call** and **Video Call** buttons as shown below.



This image shows a close-up of the call buttons. On the left is a search bar. To its right are two buttons: 'Phone Call' (blue) and 'Video Call' (green).

If the Hot Desking Application administrator has not set up the user account for video capability, the **Video Call** button is greyed out and not selectable. Video capability can only be enabled by your Hot Desking Application administrator.

Phone Call

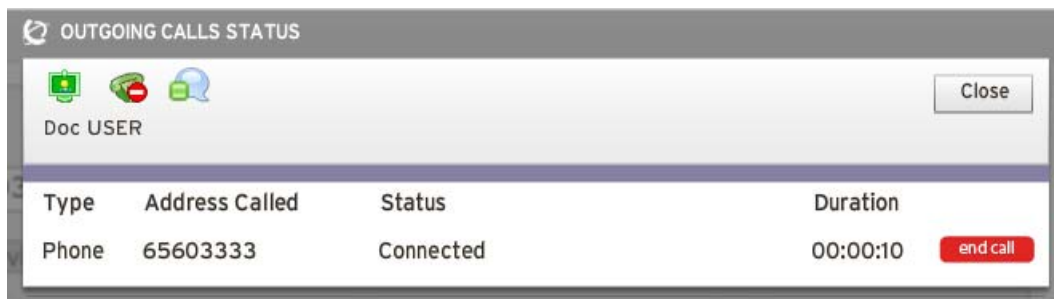
You can make a phone call directly from the Hot Desking Application page using the primary phone device and entering the required number manually in the field provided.

In the following example, the number 65603333 is called when you click **Phone Call**.



65603333 Phone Call

Once the phone call has been started, the user will see the outgoing calls status pop-up window to control the call further.



OUTGOING CALLS STATUS

Doc USER

Type	Address Called	Status	Duration
Phone	65603333	Connected	00:00:10

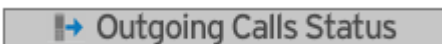
Close

end call

From this window, you can do the following:

- end the call
- close the window

If you close the **Outgoing Calls Status** window, the call remains active. Click the **Outgoing Calls Status** item to reopen the window.



→ Outgoing Calls Status

When the call ends, the **Outgoing Calls Status** window briefly displays a status of **Terminated (Hung Up)** and the final call duration.

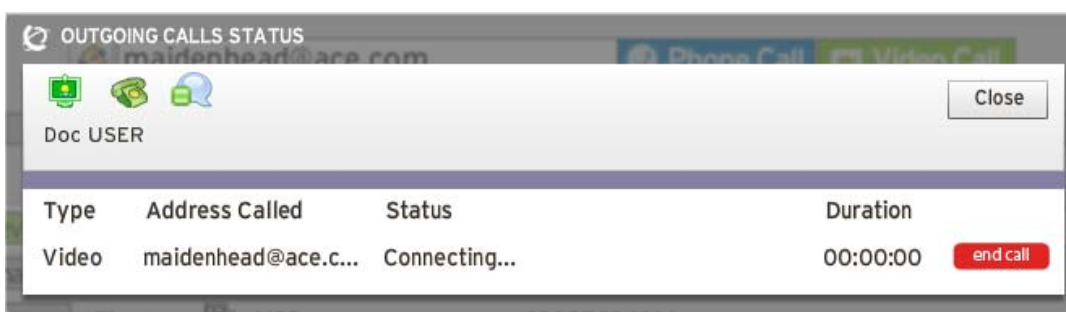
Video Call

You can make a video call from your primary video device to a manually entered address, in a similar way to that previously described for making phone calls, but by clicking the **Video Call** button.

In the following example, the address maidenhead@ace.com is called when you click **Video Call**.



When the video call starts, an **Outgoing Calls Status** window opens showing ACE Outgoing Calls. This window is similar to the phone call window, with the exception that the Type is now **Video**.



My Devices

As a Hot Desking Application user, you can have a number of phone or video devices or both associated with your personal account. You designate one device of each type (phone/video) as your Primary Device. The Primary Device is used for all incoming and outgoing calls of that type.

You can select a different device and make it the Primary Device by clicking the **Make Primary** button for the chosen device. Calls and Presence will now be reflected for the new primary device.

If your desk phone supports call forwarding, then it will be automatically forwarded to the new primary device.

In the following example, the Primary Device is changed from the Office Desk Phone device to the mobile. Call forwarding is now active on the Desk Phone with calls being forwarded to the new phone Primary Device.

The screenshot shows a web interface titled 'Communication'. Below the title are icons for a phone and a video call, followed by a search bar and buttons for 'Phone Call' and 'Video Call'. A navigation bar includes 'My Devices', 'No Outgoing Calls', and 'My Settings'. The main content is a table with columns: Status, Type, Device, Address, and Forward Calls.

Status	Type	Device	Address	Forward Calls
Make Primary	Phone	Office Desk Phone	65605344	Active To : 67123456
Primary Device	Phone	Mobile Phone	67123456	
Make Primary	Phone	Hotdesk		
Primary Device	Video	Tandberg VC	alice.smith@tandberg.europe.nortel.com	

Designating a Hotdesk phone device as the Primary Device is described later in this document. The Hotdesk phone does not use the **Make Primary** button.

Hot Desking Application users cannot add additional phone and video devices themselves. Only the Hot Desking Application administrator can add additional devices.

Each device is described by its Status, Type, Device, and Address, for example:

- Status: Primary Device or Make Primary
- Type: Phone or Video
- Device: Office Desk Phone, Mobile Phone, Home Phone, Hotdesk, or Tandberg VC
- Address: Phone number or SIP address

Outgoing Calls Status

As described in an earlier section, it is possible for the user to make a phone or video call directly from the Hot Desking Application using the Primary device and entering the required number manually in the field provided. The Outgoing Calls Status items show the status of these click-to-call calls.

As shown below, when no click to call is in progress the item will be shown as a less prominent display. In addition, hovering the cursor over the item will indicate the following:

“There are currently no click to call in progress.”



When a click to call is in progress, and the Outgoing Calls Status pop-up window showing Outgoing Calls is open, the item changes accordingly, as shown below.



If the Outgoing Calls Status pop-up window is closed whilst the click to call remains active, the item will be shown as a more prominent display (shown below). In addition, hovering the cursor over the status section will indicate the following:

“Displays the status of recent click to call, with the option to end them.”

The pop-up window may be re-opened by clicking on the Outgoing Calls Status item.



Call forwarding

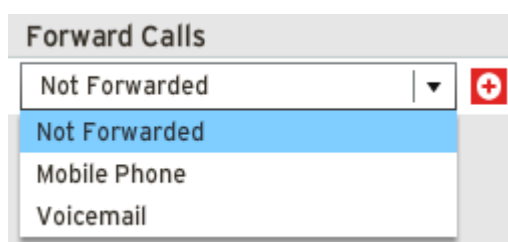
There are two methods of establishing a call forward from the Hot Desking Application. The first method is to set up forwarding via a drop-down list. The second method is to set up forwarding manually.



A screenshot of the 'Forward Calls' interface. It features a grey header with the text 'Forward Calls'. Below the header is a white drop-down menu with a downward arrow on the right. The menu is currently set to 'Not Forwarded'. To the right of the drop-down menu is a red square button with a white plus sign.

Call forwarding set up from the drop-down list

To set up call forwarding from the drop-down list, choose a device from the drop-down list. In the example shown, calls are forwarded to the Mobile Phone device with number 123456789.



A screenshot of the 'Forward Calls' interface. The 'Forward Calls' header is present. The drop-down menu is open, showing three options: 'Not Forwarded' (highlighted in blue), 'Mobile Phone', and 'Voicemail'. The red plus button is visible to the right.



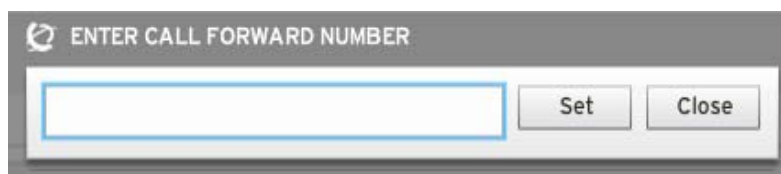
A screenshot of the 'Forward Calls' interface. The drop-down menu is open, showing the text 'Active To : 67123456'. The red plus button is visible to the right.

You can also forward calls to 'hidden numbers'. Hidden numbers are numbers that do not appear as devices in the **My Devices** list, but may be accessible from the **Forward Calls** drop-down list. An example of a 'hidden number' is the number associated with voicemail.

You can disable call forwarding by selecting **Not Forwarded** from the **Forward Calls** drop-down list.

Call forwarding set up manually

To manually call forward your desk phone, click  to open the **Enter Call Forward Number** window. Enter the call forward number and click **Set**.



A screenshot of the 'ENTER CALL FORWARD NUMBER' dialog box. It has a grey title bar with a refresh icon and the text 'ENTER CALL FORWARD NUMBER'. Below the title bar is a white text input field. To the right of the input field are two buttons: 'Set' and 'Close'.

When you click **Set**, the **Enter Call Forward Number** window closes and the drop-down list shows **Active To : <forwarded to number>**.

To disable call forwarding, select **Not Forwarded** from the **Forward Calls** drop-down list.

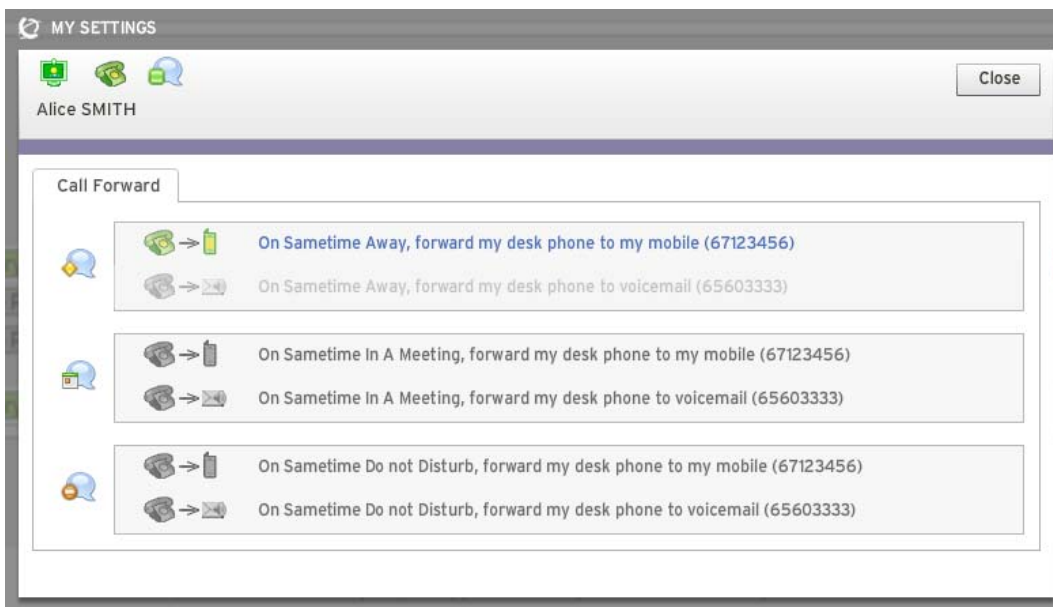
Desk Phone Call Forward Restrictions

If your desk phone cannot have call forwards set by the Hot Desking Application, then the drop down will display "Unknown"

The Hot Desking Application will only allow you to set call forward to numbers that you can already forward to directly on the handset, i.e. if you cannot forward to external numbers using the handset, the Hot Desking Application will also not be able to forward to external numbers.

My Settings (Context Aware Routing)

The My Settings item allows the user to configure various options associated with their profile. Clicking on My Settings will present the user with the My Settings pop-up window.



At present, configurable options with My Settings are:

- Sametime Away
- Sametime In A Meeting
- Sametime Do Not Disturb

These are associated with Context Aware Routing, which is a method of automatically re-routing calls when the user's chat presence is set to a status other than Available e.g. Calls to the Office Desk Phone will be forwarded to the Mobile Phone when the chat status is Away.

Sametime Away options

The options in this box allow calls to the Office Desk Phone to be forwarded to either the Mobile Phone or Voicemail for the duration of when the chat status is Away. Only one option may be selected at a time.

The user must have a mobile phone specified in their My Devices list in order to select the forward to mobile phone option; otherwise, the option will not be selectable. Similarly, voicemail must be available to the user in order to select the forward to voicemail option.

Sametime In A Meeting Options

The options in this box allow calls to the Office Desk Phone to be forwarded to either the Mobile Phone or Voicemail for the duration of when the chat status is In A Meeting. Only one option may be selected at a time.

The user must have a mobile phone specified in their My Devices list in order to select the forward to mobile phone option; otherwise, the option will not be selectable. Similarly, voicemail must be available to the user in order to select the forward to voicemail option.

Sametime Do Not Disturb Options

The options in this box allow calls to the Office Desk Phone to be forwarded to either the Mobile Phone or Voicemail for the duration of when the chat status is Do Not Disturb. Only one option may be selected at a time.

The user must have a mobile phone specified in their My Devices list in order to select the forward to mobile phone option; otherwise, the option will not be selectable. Similarly, voicemail must be available to the user in order to select the forward to voicemail option.

Context Aware Routing – Usage Notes

In all cases, the Hot Desking Application will always respect any call forward the user has manually activated, and will not override it. Likewise, the Hot Desking Application will only cancel the call forward, if it was placed by the application.

For example, if the user manually forwarded their desk phone, then the Hot Desking Application will not remove this and forward it elsewhere as the user changes Sametime status.

If the Hot Desking Application has placed a call forward, this will only be active whilst the Sametime status is set. Changing back to available will remove the call forward. Changing to another Sametime status may even trigger a new call forward if the user has it configured to do so.

If the user moves to the “Unavailable” state, then the Hot Desking Application will not remove the call forward. This is to protect against network loss, server down events etc.

The following usage pattern is common:

- Sametime Away – Forward to mobile
(user locks PC, Sametime changes to away...)
- Sametime In A Meeting – Forward to voicemail
- Sametime Do Not Disturb – Forward to voicemail

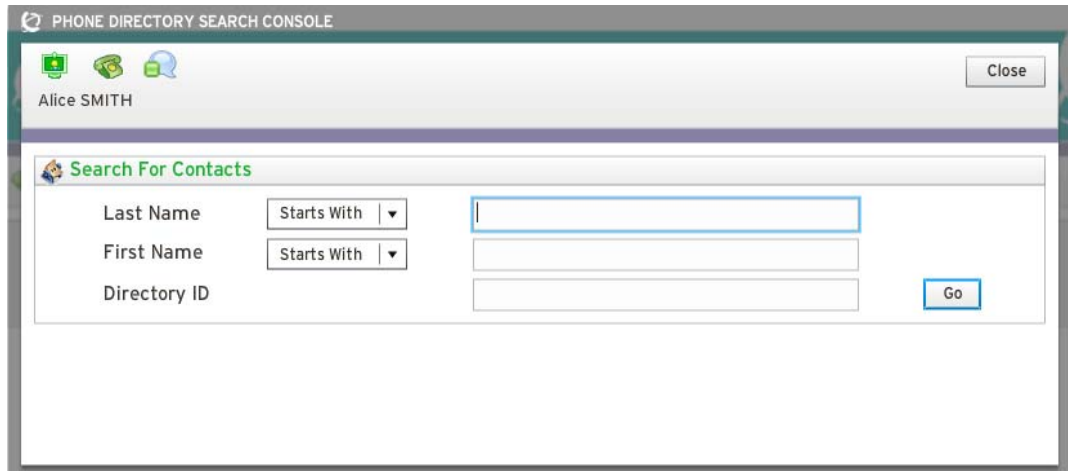
Directory

The corporate directory can be accessed via the directory icon to the left of the click to dial box in the control panel section of Hot Desking Application.



Directory Search Console

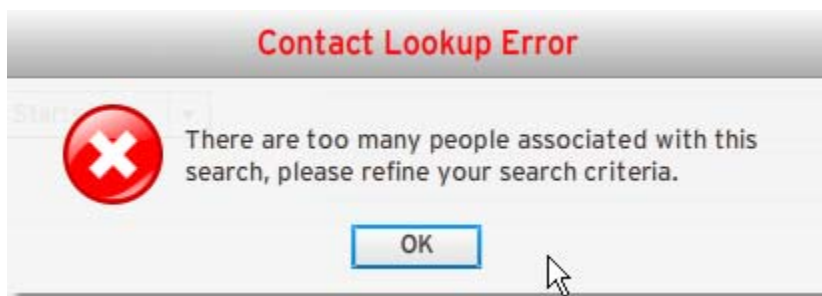
The search console can be used to look for people in the corporate directory. There are three methods of search, Last Name, First Name, or Directory ID.



Both the Last and First Name fields can also choose search modifiers: Starts With, is, Contains, Ends With; to aid searching for entries in the directory.

Enter a search term and click the “Go” button to search for results.

If there are more results than can be displayed an error box will be shown:



Directory Search Results

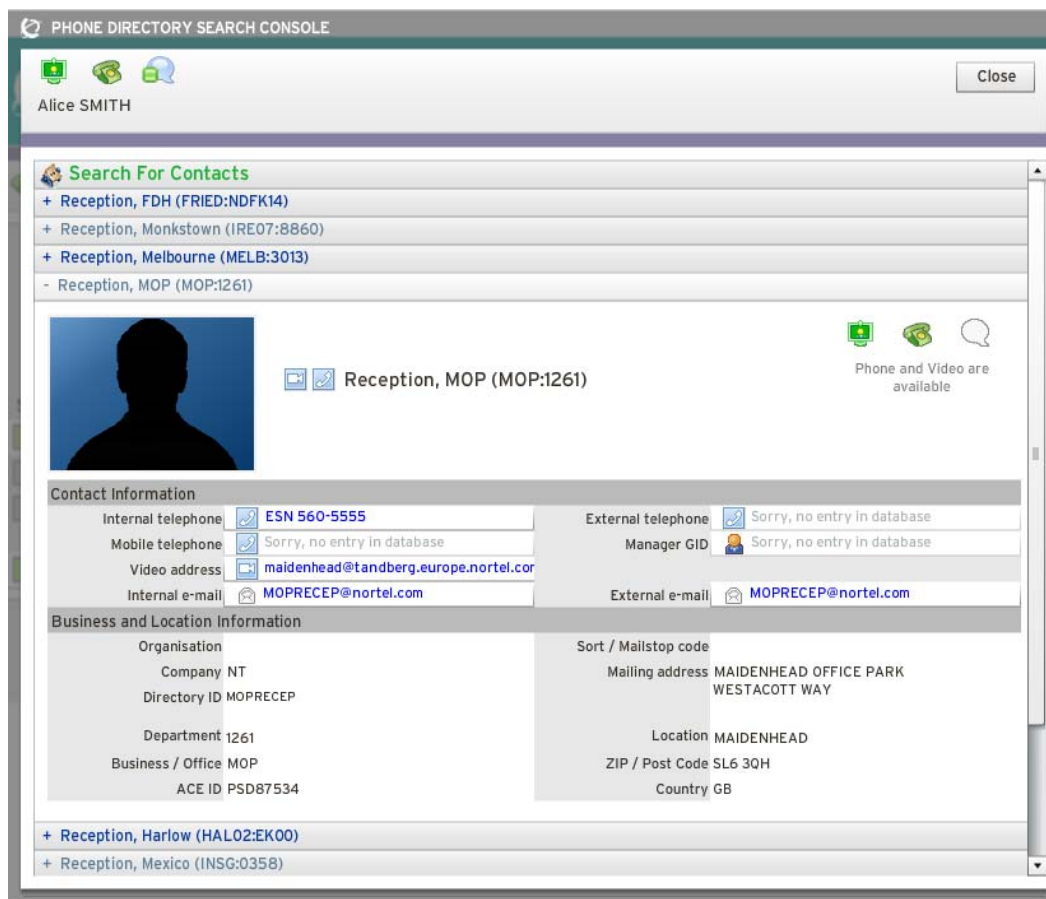
The results from the directory search are shown under the search box and can be expanded to show further details.

The screenshot shows a web application titled "PHONE DIRECTORY SEARCH CONSOLE". At the top, there are icons for a phone, a headset, and a speech bubble, followed by the text "Alice SMITH" and a "Close" button. Below this is a section titled "Search For Contacts". It contains three input fields: "Last Name" with a "Starts With" dropdown menu, "First Name" with a "Starts With" dropdown menu, and "Directory ID". The "Last Name" field contains the text "reception". To the right of these fields is a "Go" button. Below the search fields is a list of search results, each preceded by a plus sign and a blue link. The results are:

- + [Reception, FDH \(FRIED:NDFK14\)](#)
- + Reception, Monkstown (IRE07:8860)
- + [Reception, Melbourne \(MELB:3013\)](#)
- + Reception, MOP (MOP:1261)
- + [Reception, Harlow \(HAL02:EK00\)](#)
- + Reception, Mexico (INSG:0358)
- + [Reception, MUC \(FRIED:NFC\)](#)
- + Reception, FRA (FRIED:NFC)
- + [Reception, CoE \(GRAN:6024\)](#)
- + Reception, Sydney (HAL02:EK10)
- + [Reception-TORWM, Executive \(TORWM:0006\)](#)
- + ReceptionC, CoE (GRANC:6024)

Directory Search Contact Card

The directory contact card shows profile details from the corporate directory. This can be broken into 3 main sections: Header Details, Contact Information, and Location Information.



Header Details

The header information includes a photo of the user as well as their full name, employee number and presence details. This way the user can see if the person they want to call is already on the phone before they even dial them.

From the header area it is possible to call the user's video or phone device using the click to call icons:

 Video Call user by name

 Phone Call user by name

Contact Information

The contact information area includes the user's contact information: internal and external phone numbers and email addresses, along with video address, mobile phone number and manager's employee number.

Contact Information					
Internal telephone		5605555	External telephone		+44-162-843-5555
Mobile telephone		Sorry, no entry in database	Manager GID		0134680
Video address		maidenhead@tandberg.europe.nortel.com			
Internal e-mail		moprecep@nortel.com	External e-mail		moprecep@nortel.com

Clicking on the telephone or video addresses will cause the address to be dialed from your primary phone or video device (i.e. call number, rather than call by name). Clicking on the email addresses will open up an email message in your default mail client using that address as the "to" address in the message. Clicking on the manager's employee number opens their contact card.

Location Information

The business and location information area includes the user's postal address, building mail stop and other related details.

Hotdesk Registration

The Hotdesk feature is useful when a roaming-enabled phone profile (Nortel Virtual Office, Cisco Extension Mobility, or similar) is not available, and you need to receive incoming calls at the phone in front of you.

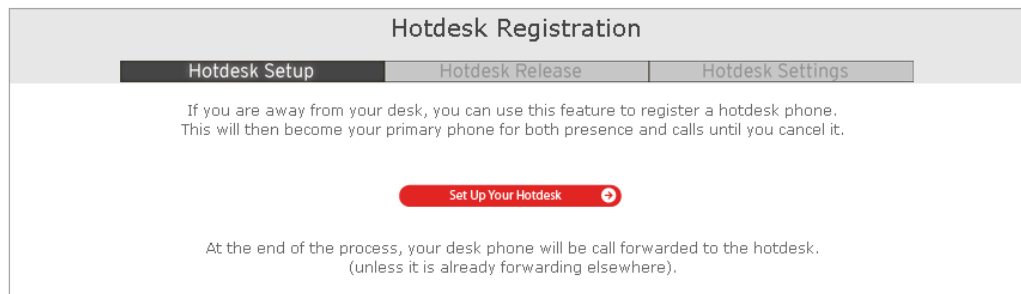
Setting up Hot Desking involves a four stage registration process with guidance from a virtual secretary as follows:

1. Stage 1: User contacts the virtual secretary on the hotdesk phone.
2. Stage 2: Virtual secretary identifies the hotdesk phone number.
3. Stage 3: Virtual secretary places a confirmation call to the hotdesk phone.
4. Stage 4: User receives confirmation of hotdesk registration.

The four stage registration process is described in more detail in the following sections.

Hotdesk Setup

The hotdesk feature is available at the bottom of the Hot Desking Application page under **Hotdesk Registration**. To begin hotdesk setup, click the **Set Up Your Hotdesk** button.



In this example, the user is located at a hotdesk with a phone that has the number 01234567890.

In Stage 1 of Hot Desking registration, you must call the number associated with a virtual secretary from the hotdesk phone. You have 60 seconds to call this number, as shown by a countdown in 5 second decrements.

Hotdesk Registration

Hotdesk Setup Hotdesk Release Hotdesk Settings

Hi, I'm your virtual secretary.
Please call the following number from the hotdesk phone within the next 55 seconds

65605341 (+44 (0) 1628 435341)

Stage 1 Stage 2 Stage 3 Stage 4

This screenshot shows the first stage of the Hotdesk Registration process. The interface has a grey header with the title 'Hotdesk Registration' and three tabs: 'Hotdesk Setup' (active), 'Hotdesk Release', and 'Hotdesk Settings'. The main content area is white and contains a message from a virtual secretary asking the user to call a specific number within 55 seconds. The number is displayed in large, bold text. At the bottom, there is a progress bar with four stages: Stage 1 (active), Stage 2, Stage 3, and Stage 4.

In Stage 2 of Hot Desking registration, the virtual secretary validates the hotdesk number from which you called. The administrator may have applied rules that prevent you from using certain numbers for Hot Desking.

If the number is allowed, you are instructed to hang up the hotdesk phone and the virtual secretary attempts to call back the hotdesk phone.

Hotdesk Registration

Hotdesk Setup Hotdesk Release Hotdesk Settings

I believe that your hotdesk phone number is **00441234567890**.
Please Hang-Up The Hotdesk Phone

Stage 1 Stage 2 Stage 3 Stage 4

This screenshot shows the second stage of the Hotdesk Registration process. The interface is similar to the first stage, but the message from the virtual secretary now states that the user's hotdesk phone number has been identified and instructs them to hang up the phone. The progress bar at the bottom shows Stage 2 as the active stage.

Hotdesk Registration

Hotdesk Setup Hotdesk Release Hotdesk Settings

I will now verify if the hotdesk phone number **00441234567890** is valid.
I will call you back when you click go.

go!

Stage 1 Stage 2 Stage 3 Stage 4

This screenshot shows the third stage of the Hotdesk Registration process. The message from the virtual secretary indicates that the phone number is being verified and that a callback will occur once the user clicks the 'go!' button. A red button with the text 'go!' is prominently displayed in the center of the screen. The progress bar at the bottom shows Stage 3 as the active stage.

Stage 3 of Hot Desking registration begins when you click **go!**. The virtual secretary attempts to call back the hotdesk number. Click **yes** to confirm that the phone is ringing.

The screenshot shows the 'Hotdesk Registration' window with three tabs: 'Hotdesk Setup', 'Hotdesk Release', and 'Hotdesk Settings'. The 'Hotdesk Setup' tab is active. The main text asks 'Is the hotdesk phone ringing?'. Below this are two red buttons labeled 'yes' and 'no'. At the bottom, a progress bar shows four stages: Stage 1, Stage 2, Stage 3 (highlighted in green), and Stage 4.

Stage 3 of Hot Desking registration is complete when you click **ok**.

The screenshot shows the 'Hotdesk Registration' window with the same three tabs. The 'Hotdesk Setup' tab is active. The main text says 'You can Hotdesk from this phone! Your office desk phone will be automatically forwarded to your hotdesk (if not forwarding elsewhere). Click OK to save and finish.' Below this is a red button labeled 'ok'. The progress bar at the bottom shows Stage 4 highlighted in green.

In Stage 4 of Hot Desking registration, you receive confirmation that setup has successfully completed. Click **ok** to exit hotdesk registration.

The screenshot shows the 'Hotdesk Registration' window with the same three tabs. The 'Hotdesk Setup' tab is active. The main text says 'Success! The hotdesk phone 00441234567890 is now saved as your active device for click to calls and presence. Your desk phone has been forwarded to the hotdesk as well.' Below this is a red button labeled 'ok'. The progress bar at the bottom shows Stage 4 highlighted in green.

The newly established hotdesk arrangement is now shown in both the **Communication** and **Hot Desking Registration** areas of the Hot Desking Application page. The hotdesk phone now has the status of Primary Device.

Communication

Phone Call
Video Call

My Devices
No Outgoing Calls
My Settings

Status	Type	Device	Address	Forward Calls
Make Primary	Phone	Office Desk Phone	5604000	Active To : 90441234567890 +
Primary Device	Phone	Hotdesk Phone	00441234567890	Hotdesk Release

Hotdesk Registration

Hotdesk Setup
Hotdesk Release
Hotdesk Settings

You are hotdesking on phone **00441234567890** .

Cancel Your Hotdesk

Hotdesk Release

To release a hotdesk

- In the **Communication** area of the Hot Desking Application page, click **Hotdesk Release**.
- In the **Hotdesk Registration** area of the Hot Desking Application page, click **Cancel Your Hotdesk**.

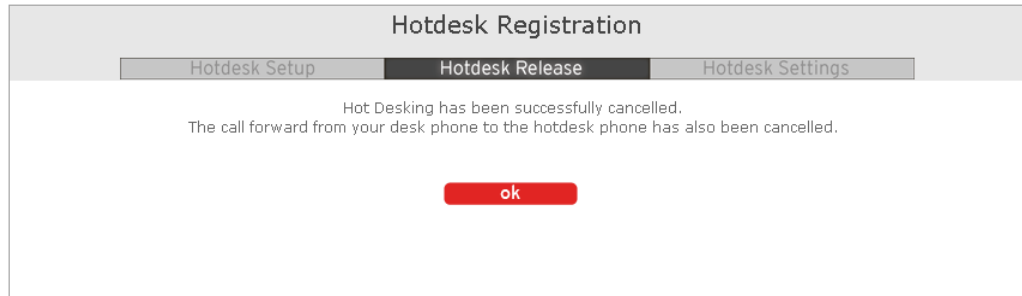
In both cases, confirm the cancellation in the **Hotdesk Registration** area of the Hot Desking Application page.

Hotdesk Registration

Hotdesk Setup
Hotdesk Release
Hotdesk Settings

Are you sure you want to cancel your hotdesk?
 (If your desk phone forwards to the hotdesk, this will also be cancelled)

yes
no



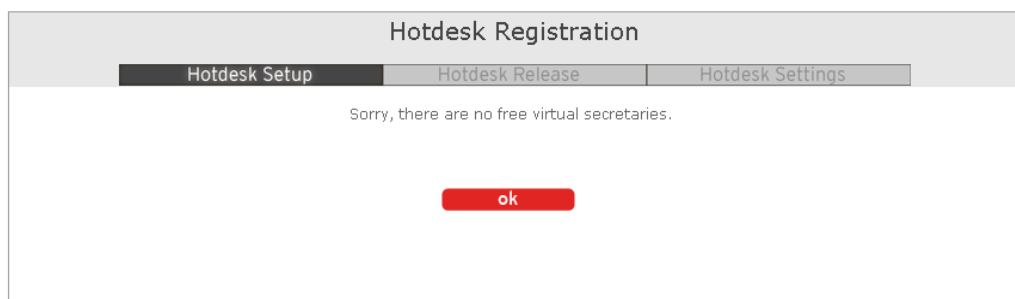
The administrator may also release a user or a user group, and schedule periodical hot desk releases for predefined sets of users.

Troubleshooting hotdesk setup

During hotdesk registration you may encounter one of the following scenarios.

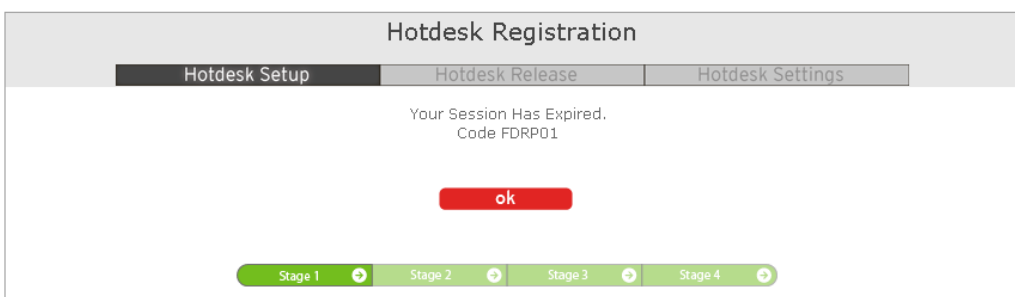
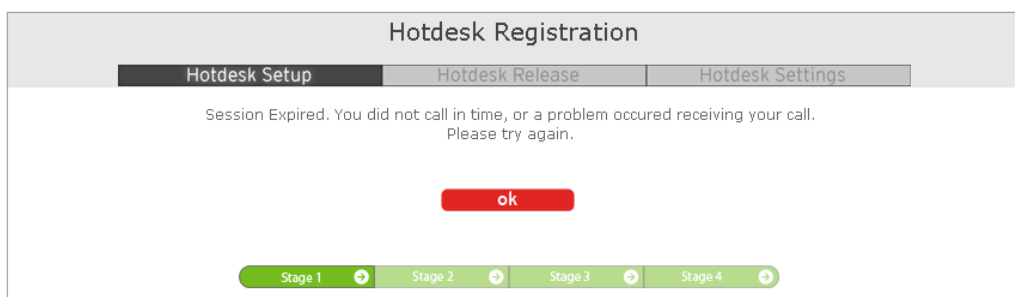
Virtual secretary unavailable

If you encounter the virtual secretary unavailable message when attempting hotdesk registration, retry the hotdesk registration. If you get the message again, contact your Hot Desking Application administrator.



Stage 1 timeout

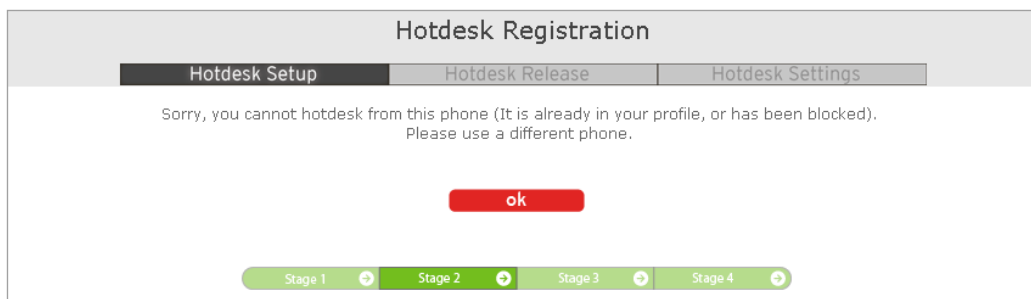
If you do not dial the number associated with the virtual secretary within the 60 second timeframe, you get a session expiry notification. Click **ok** to reattempt hotdesk registration from Stage 1.



Stage 2 invalid number

If you attempt to register a phone for Hot Desking that already exists in your profile, you get an invalid number message.

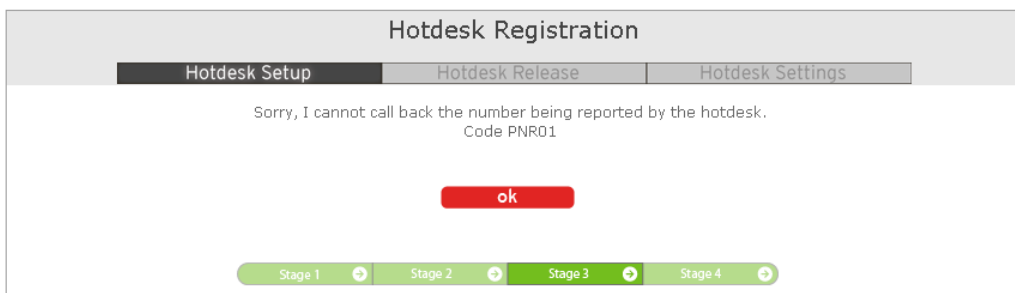
This also occurs if hotdesk number rules set by the administrator prohibit the number you are calling from. Click **ok** and retry registration with another hotdesk phone number.



The screenshot shows a dialog box titled "Hotdesk Registration". At the top, there are three tabs: "Hotdesk Setup" (selected), "Hotdesk Release", and "Hotdesk Settings". The main content area displays the message: "Sorry, you cannot hotdesk from this phone (It is already in your profile, or has been blocked). Please use a different phone." Below the message is a red button labeled "ok". At the bottom, there is a progress bar with four stages: "Stage 1", "Stage 2" (highlighted in green), "Stage 3", and "Stage 4".

Stage 3 number unreachable

If during Stage 3 of hotdesk registration you click **no** in response to "Is the hotdesk phone ringing?". You will get a message indicating the number is not reachable. Click **ok** and retry registration with another hotdesk phone number.



The screenshot shows a dialog box titled "Hotdesk Registration". At the top, there are three tabs: "Hotdesk Setup" (selected), "Hotdesk Release", and "Hotdesk Settings". The main content area displays the message: "Sorry, I cannot call back the number being reported by the hotdesk. Code PNR01". Below the message is a red button labeled "ok". At the bottom, there is a progress bar with four stages: "Stage 1", "Stage 2", "Stage 3" (highlighted in green), and "Stage 4".

Error codes

From time to time, you may see codes generated by the Hot Desking Application. The following table details the cause of each code, as well as the action to take to remedy the problem.

Code	Description	Action
CHD01	"Error cancelling the hotdesk"	Contact the Hot Desking Application administrator.
CHD02	"Error cancelling the hotdesk"	Check if a hotdesk or desk phone exists in the Hot Desking Application webpage (the administrator may have changed the user profile while the user was Hot Desking). If a hotdesk or desk phone exists, contact the Hot Desking Application administrator.
FDRP01 FDRP02	"Your Session Has Expired"	The user did not perform an action in the hotdesk panel in time. Retry hotdesk registration.
FUIH01 FUIH02	"Your Session Has Expired"	The user did not call the virtual secretary in time. Retry hotdesk registration.
ICMB01	"Sorry, you cannot hotdesk from this phone as I cannot identify it"	Contact the Hot Desking Application administrator.
ICMB02	"Sorry, you cannot hot desk from this phone as I cannot identify it"	Contact the Hot Desking Application administrator.
PIR02	"Sorry, an error occurred whilst accessing your profile. Please try again."	Contact the Hot Desking Application administrator if the problem persists.
PNR01	"The hotdesk phone number could not be verified"	Call back failed to ring the hotdesk phone. Try Hot Desking from another phone.
SHTP01	"The hotdesk phone <nnn> could not be saved to your profile"	Contact the Hot Desking Application administrator.
SHTP02	"The hotdesk phone <nnn> could not be saved to your profile"	Contact the Hot Desking Application administrator.