



Cisco BroadWorks Hoteling Configuration Guide



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I Introduction

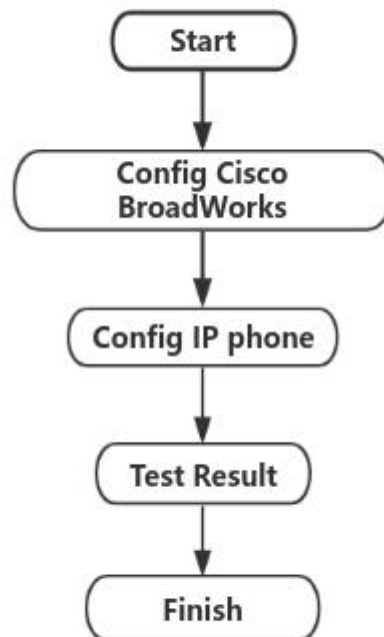
1. Feature Introduction

The hoteling function of Cisco Broadworks provides the function of synchronizing hotel customer user addresses. Using this function, several guest accounts can be created for a host account. When a customer checks in, he can use the guest account. The guest account has a certain period of use. When it expires, the guest account will be automatically logged out. The guest account provided by the Hoteling is a one-time account, which not only ensures the security of customer information, but also reduces the cost of account usage.

2. Precautions

- ① Hoteling's guest account can only be maintained for a maximum of 999 hours. After expiration, the account will be automatically canceled. Please pay attention to the usage time.
- ② The host account and the guest account are independent of each other. The guest account needs to occupy a certain account as the guest account.

II Configuration Process



III Configuration Operations

1. Config Cisco BroadWorks

① Log in to Cisco BroadWorks

Operation steps:

Enter the Cisco BroadWorks address in the browser -- 》 Enter the User ID and Password --》 Click Login--》 Login successful--》 Enter the user interface corresponding to the line you need to use.



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Enterprise	Welcome [Logout]	
Options: <ul style="list-style-type: none"> ▶ Profile Resources Services Call Center Communication Barring Meet-Me Conferencing Utilities 	Profile Basic <u>Groups</u> Add, modify, or remove groups. <u>Users</u> Display all users in the enterprise. <u>Service Instances</u> Display all service instances in the enterprise. <u>Profile</u> Display or modify profile information. <u>Change Password</u> Change your password. <u>Administrators</u> Add, modify, or remove administrators. <u>Departments</u> Add, modify, or remove departments. <u>Schedules</u> Add, modify, or remove schedules.	Advanced <u>Activation Code Device Onboarding Policies</u> Configure service provider/enterprise level Activation Code Device Onboarding Policies. <u>Call Processing Policies</u> Configure service provider/enterprise level Call Processing Policies. <u>Communication Barring Authorization Codes</u> Configure enterprise-level Communication Barring authorization codes. <u>Dial Plan Policy</u> Configure service provider/enterprise level Dial Plan Policy. <u>Voice VPN</u> Manage the enterprise virtual private network. <u>Virtual On-Net Enterprise Extensions</u> Manage Virtual On-Net Users. <u>Dialable Caller ID</u> Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format. <u>STIR-SHAKEN</u> Configure STIR-SHAKEN signing, tagging, and verification.



Enterprise > Flying_voice_group1 > Users : 9725983509@iop1as.tekvizion.com Welcome [Logout]

Options:

- ▶ Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

User interface

Advanced

Assign Services
Assign or unassign services and service packs.

Assign Xsi Policy Profile
Assign a Xsi policy profile for a user.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Call Processing Policies
Configure user-level Call Processing Policies

Communication Barring Authorization Codes
Configure Communication Barring Authorization codes for a user.

Device Policies
Configure user Device Policies.

② Assign Services

Assign services to **host account** and **guest accounts**.

Operation steps:

Assign Services--» Assign Service--» Select the required function (The **host** account assigns **Hoteling Host**, the **guest** account assigns **Hoteling Guest**)--» Add--» The required function appears in the right box--» Apply.

Enterprise > Flying_voice_group1 > Users : 9725983507@iop1as.tekvizion.com Welcome

Options:

- ▶ Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

Advanced

① **Assign Services**
Assign or unassign services and service packs.

Assign Xsi Policy Profile
Assign a Xsi policy profile for a user.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Call Processing Policies
Configure user-level Call Processing Policies

Communication Barring Authorization Codes
Configure Communication Barring Authorization codes for a user.

Device Policies
Configure user Device Policies.

Supervisor
Allows the user to manage which agents to supervise per call center.

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

③ Config Hoteling Host

Operation Steps:

In the host account user interface, click **Call Control**--» **Hoteling Host**--» Config parameter (See the table below for details)--» Click Apply.

Enterprise > Flying_voice_group1 > Users : 9725983508@iop1as.tekvizion.com Welcome [Logout]

Options:	Call Control	Advanced
Profile	Basic	Call Centers
Incoming Calls	Directed Call Pickup Pick up a call using a feature access code and an extension.	Display the call centers that you belong to and allow log in or log out from those call centers.
Outgoing Calls	Call Transfer Transfer a call to another phone.	② Hoteling Host - On Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.
Call Control	Three-Way Call Start a conference call	Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.
Calling Plans	Music/Video On Hold - On Play audio (music) or video when the remote party is held or parked.	
Client Applications	N-Way Call Start a N-Way Conference Call	
Messaging		
Communication Barring		
Utilities		

Hoteling Host

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

Parameter	Description
Hoteling Host	To enable the switch, select On.
Enforce Association Limit	The length of time this number serves as an host account can be customized, but the maximum length cannot exceed 999 hours.
Access Level	Hoteling usage scope, if you select enterprise, the host account can select accounts of the entire platform as guest accounts; if you select Group, the host account can only select accounts within the group as guest accounts.
Associated Guest	The guest account information is displayed, including the user name, account number, extension number and usage time of the guest account.

Tips:

When the guest account is **logged in**, the parameters cannot be changed, and **Associated Guest** lab will display the guest account information.

④ Config Hoteling Guest

Operation steps:

In the guest account user interface, click **Call Control--»Hoteling Guest--»Hoteling Guest** select to **On--»** Check **Limit Associate to xx** (custom lease period, maximum 999) **Hour--» Search--»** Select the available hosts--» Click **Add--»** The selected host appears in the right box--» Click **Apply**.

- Options:
- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- Messaging
- Communication Barring
- Utilities

Call Control

Basic

Directed Call Pickup

Pick up a call using a feature access code and an extension.

Call Transfer

Transfer a call to another phone.

Music/Video On Hold - On

Play audio (music) or video when the remote party is held or parked.

N-Way Call

Start a N-Way Conference Call

Advanced

Call Recording - Off

Configure the call recording service.

Executive

Allows an executive to define an assistant pool that will answer filtered calls.

Executive-Assistant

Display the executive pools the assistant is assigned to and also configure the settings for executive.

Hoteling Guest - On

Allows a user to associate their service profile with a host user and use the host user's device as their primary device.

Shared Call Appearance

Display alternate calling identity/device profiles or lines assigned to you.

- Options:
- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- Messaging
- Communication Barring
- Utilities

Hoteling Guest

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

OK
Apply
Cancel

Hoteling Guest: On Off

Limit Association to Hours

Enter search criteria below

Starts With

+

Available Hosts	Associated Host
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">User7, Flying_voice (9725983506@iop1as.tekvizion.com)</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">User9, Flyingvoice (9725983508@iop1as.tekvizion.com)</div>	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>

OK
Apply
Cancel

⑤ Get Hoteling Guest login password and User ID

The login User ID and password are generally the four-digit extension number of the guest account. For example, if the extension number of the guest account is 3509, the login user name and password are both 3509.

If you want to reset the password, please refer to the **appendix**.

2、Configure IP phones

① Registration

Register the host account on the phone.

FLYINGVOICE Firmware Version V0.9.3
Current Time 2024-01-16 17:44:37
Admin Mode [Logout] [Reboot]

Status **Network** **Wireless** **SIP Account** **Phone** **Administration**

Line 1 **Line 2** SIP Settings VoIP QoS Ring

Basic

Register Status
Register Status: Registered

Basic Setup
Line Enable: Enable

Subscriber Information
Display Name: 9725983508 Phone Number: 9725983508
Account: 9725983508 Password:

SIP Server 1
Proxy Server: iop1as.tekvizion.com Proxy Port: 5060
Register Refresh Interval (sec): 1800 Transport: UDP

Proxy Server
Outbound Server: 192.65.79.250 Outbound Port: 5060
Backup Outbound Server: Backup Outbound Port: 5060
Allow DHCP Option 120 to Override SIP Server: Disable

Help

Basic:
Set the basic parameters provided for by your VoIP Service Provider: Phone Number and Account Details.

Audio Configuration:
Select the relevant audio Codecs to match your VoIP Service Provider's settings.

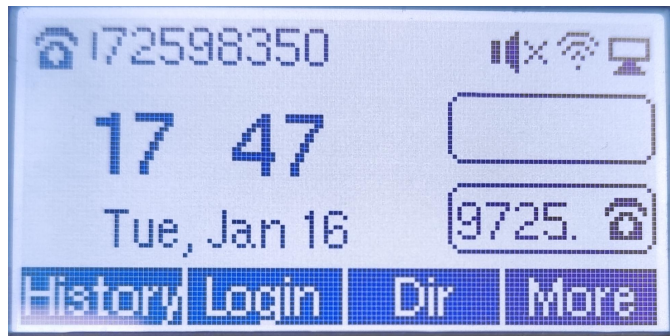
Supplementary Service Subscription:
Call Waiting - This call feature informs the user if there is one more call is coming on his number

Proxy Port:
Different proxy port numbers need to be configured on each FXS setting when the device is used as an intercom - i.e. without the presence of a SIP server.

Advanced:
Advanced Administrator

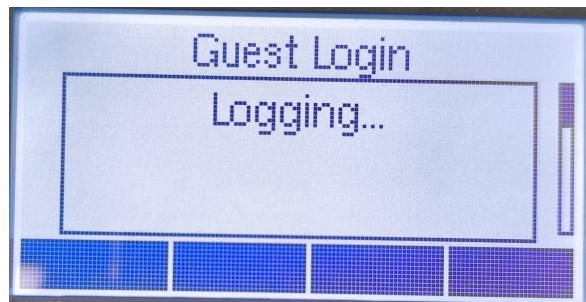
IV Test Result

After successful configuration, the phone interface is as follows:



Operation Steps:

1. Press **the login** soft key to enter the guest login interface, enter **the user name and password** (you can choose whether to use auto login, if auto login is enabled, you will log in directly without entering a password the next time you log in) , press **the save** soft key to log in to the guest account:



Tips:

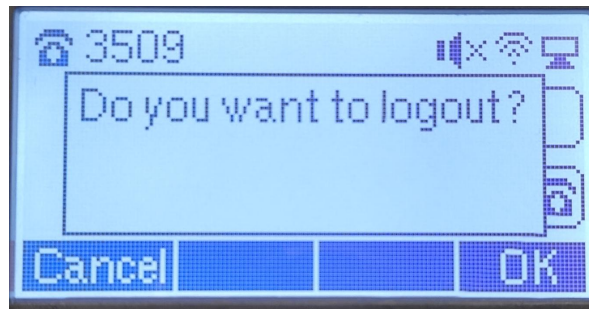
The User ID is generally a four-digit extension number used as a guest account, such as extension 3509 in the example, and the password is the portal password set in the above steps.

2. Log in successfully, dial extension 3507 to demonstrate an call:





3. Log out of the account, press the **Logout** soft key, the **logout confirmation** interface will pop up, press the **OK** soft key.



V Appendix

How to Re-set the Hoteling Guest login password?

Operation steps:

In the guest account user interface, click **Profile**--》 **Passwords**--》 Select **Set portal password**--》 Type new password--》 Re-type new password--》 Click Apply.