What is Hot Desking?

- Allows users to log into their extension via any phone registered to the PBX, which is configured as such.

Is Hot Desking available with Spitfire's FireSwitch Hosted PBX 2.2 Phone System?

- We call it Hot Desking Lite. It's a solution that enables most customers' Hot Desking needs, with all the benefits of FireSwitch!

What limitations are there for FireSwitch Hot Desking?

- All phones *MUST* be the same model. Customers cannot mix and match models of handset. This is not feasible to support.

- All phones must follow a similar, standard button configuration. i.e. a pickup button would be OK, BLFs for every other phone is not possible.

- All phones must reside on the same network - no VLANs.

- Requires a username and password combination to login although this can be simple i.e. USER: Extension | PIN: 1234.

- Each phone must reboot to pull user configuration - the user must be patient. In reality, this will usually take less than two minutes. If using data pass-through (i.e. daisy chaining a PC and phone) then a momentary loss of network connectivity will occur as the phone reboots to log in/log out. This loss of service will usually last only a matter of a few seconds.

Pros

- Easy to use.
- Phones can be configured with buttons for easy login / logout.

Alternatives

- Spitfire offer a number of solutions to meet customers' needs. Contact our Sales team for advice.

If you have any handset queries, you can contact Spitfire Support on:
020 7501 3030 or support@spitfire.co.uk