EVOLVE IP

Unity Hoteling Guide

Version 1.0

4/14/2011

Hoteling allows any **Guest** to associate them with any **Host** phone. This allows agents the flexibility to sit at any Host phone to which they are a guest and take calls. The Unity software makes Hoteling as easy as a click and saves.

In order to be a guest, refer to the following instructions:

1. Log into the Unity software.

   a. If this is the first time that you have opened Unity, you will need to enter your authentication details and update any preferred settings.

   b. If you have already entered your authentication and preference settings, go to step 2.

2. Click on the "Settings" ICON.
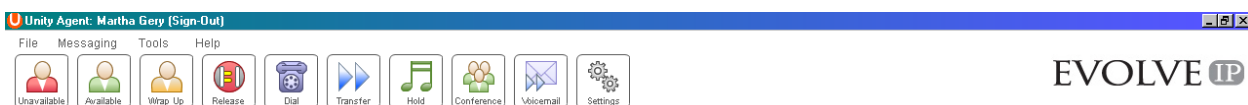
3. Click on the "Services" tab.

   a. If you were using a remote office setting the last time you used the application click on "Remote Agent" and uncheck the "Enable" box.
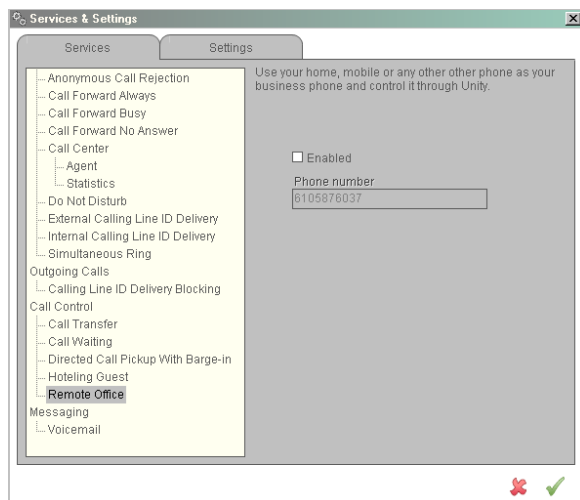
b. If you were using any other forwarding settings, go to the setting remove the forwarding functionality (see example below for "Call Forwarding Always" by removing the check on the "Enable" box.
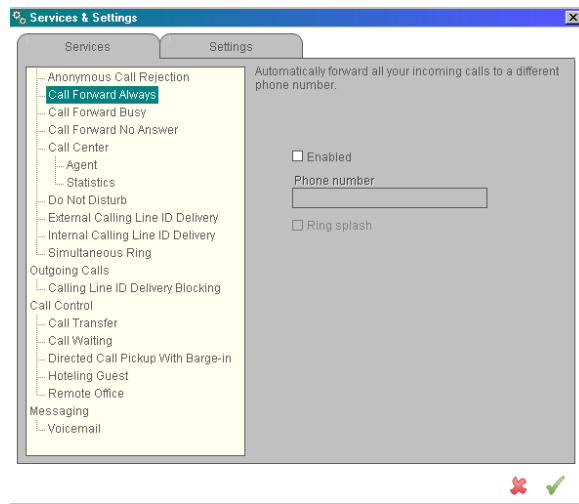

c. If neither a or b scenarios apply, go to step 4.

4. Click on "Hoteling Guest" (see example in step 6)

5. Click on "Enabled" (see example in step 6)

6. Choose the name of the Host (phone where you will be sitting)
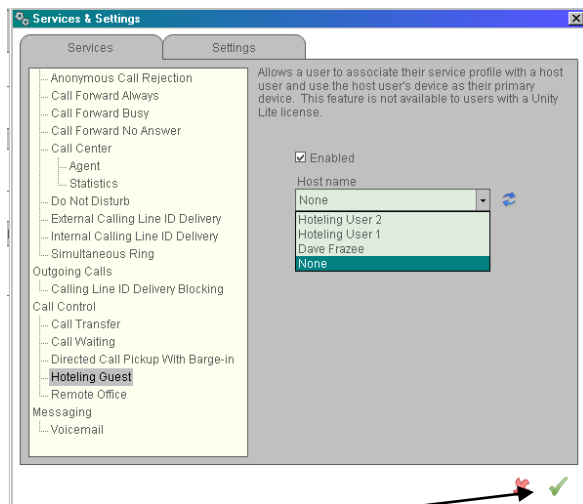
7. Click the check mark, in the right-hand corner, to save your settings.

Once you complete the above steps, your Unity application is associating your calls with that phone. You can use the phone or the application to make/receive calls. All call statistics will be associated with you while you sit at that desk.

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When you close the Unity application, it will present to you the following message:
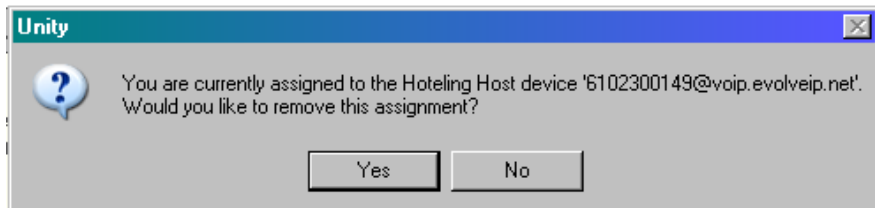
By choosing "yes", you will no longer be a guest at that phone.

Special Notes:

1. After 8 hours the system will disassociate you from the phone. If you are working overtime or alternative longer than 8 hour shifts, you will need to re-associate yourself to the phone by going back to the first step, in this document.

2. If you have a phone assigned to you (outside of Hoteling)….

   a. Your original phone will not receive calls when you are a guest at another phone.

   b. If you do not answer you calls at the guest location, and you have voicemail, the call will go to your voicemail.   THIS DOES NOT APPLY TO ACD/QUEUE CALLS. The voicemail indicator on your phone (not the guest phone) will show the indicator light for voicemail, if you have that setting chosen.

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