

# Open Seating

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## Quick Reference Guide

## Overview

The Evolve Office Open Seating service is a new design to the Broadworks Hoteling feature, allowing users to provision and use specific phones within the office, with their own profile settings. Open Seating provides customers greater flexibility in where and when to work, while promoting the idea of a mobile workforce.

## How to Use Open Seating

Once Open Seating has been set up for your Enterprise or Group, phones configured as an Open Seating Host will only be allowed to place emergency calls or dial into the voice portal.

When a guest user logs into a host device, the phone will download the guest's user profile and the host phone will behave just like the guest's primary phone, as if it is a shared device of the main number. Inbound calls to the guest number will ring on both the main user phone and the newly configured guest phone.

To log into a host device, Open Seating Guests will have two options to log in...

### 1. Logging in through the Open Seating Host phone soft-keys

- a. On the Host device, a user will see a "Guest In" soft-key displayed on the screen. After pressing this key, the user will be prompted to login.
- b. User will login using their assigned extension as the User ID and their voice portal passcode as the password.
- c. User will press OK after entering the credentials and if successful the phone will reboot with their configuration.
- d. If unsuccessful, the user will be displayed with an authentication failed message and the ability to enter their credentials again.
- e. To log out of a Host device, the user will press the "Guest Out" soft-key.

### 2. Logging in through the voice portal

- a. On the Host device, a user can press the voice portal/message button or dial into the voice portal (\*62)
- b. User will then press \*, followed by their User ID and their voice portal passcode.
- c. The user will then listen to the prompts and press option "7" for Flexible Seating.
- d. User will select "2" to associate or log in to the host device.
- e. Upon disconnecting from voicemail, the phone will reboot with their configuration.
- f. To disassociate or log out of a host device, users can follow the same steps, but select option "3" within the Flexible Seating option.

\*Open Seating Guests will need to set up their personal voicemail box, prior to associating with a Host device.