

Hot Desking

Hot desking is a feature that allows users who work at other users' desks to log into the desk phone and have their phone number and busy lamp field/speed-dials show up. This is especially handy for departments like Student Services Health Sciences, or Library, but is available for all employees who have a NTCC phone number assigned to them.

When you are done working at a desk/phone, you are able to sign out of the phone to return it to its original configuration. If you accidentally forget to sign out, the phone will automatically sign you out 9 hours after logging in.

Hot desking has to be enabled on the phone you are attempting to log into. While we strive to enable hot desking on all phones, we may have missed a phone. If, when you attempt to log into hot desking on a phone, you receive a message stating : "the requested service is not available on this device," please submit a [helpdesk ticket](#) and IT will enable the feature.

This process takes 3-5 minutes to complete. Hot desking is only recommended when you intend to spend more than an hour at a desk.

How to sign into hot desking on a phone

1. From a NTCC deskphone, dial *91
2. Enter your 3-digit phone extension followed by the pound (#) sign when prompted
3. Enter your PIN followed by the pound (#) sign when prompted
4. The phone will reboot. This will take 3-5 minutes to complete
5. Once the phone reboots, it should work like your normal office phone

If your docking station is connected through the phone, you will lose access to the internet and other resources while the phone reboots. This outage typically lasts for less than 1 minute.

How to sign out of hot desking on a phone

1. Dial *92
2. The phone will notify you that your are signed off and reboot
3. The phone will reboot. This will take 3-5 minutes to complete

4. Once the phone reboots, it should work like the original user's phone

How to sign out of hot desking on a phone from the Zoom website

1. Sign in to the [Zoom web portal](#).
2. In the navigation menu, click **Phone**.
3. Scroll down to the **Desk Phone(s)** section.
4. Hover your mouse over the phone that needs to be signed out remotely, then click **Sign out**.

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