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**.

Revision #5
Created 2023-06-14 20:32:10 UTC by Christopher Blohm
Updated 2026-01-14 15:38:50 UTC by Christopher Blohm