

Hot Desking (Handset sharing) Guide



If you have any technical issues, please contact TIU IT at ithelpdesk@tiu.edu or x18175 (847-317-8175).

Purpose: This is to instruct users on how to use the Hot Desking feature. Hot Desking is the ability to “sign-in” to another user’s handset phone, so that calls will be routed to that handset as well as calls made from it will have your ID.

Prerequisites: Zoom Phone account, User’s extension and Pin, Handset phone (TIU uses Polycom brand phones) that has Hot Desking feature enabled.

- To enable Hot Desking on a phone, contact the IT Help Desk
 - The owner of the phone can also enable Hot Desking within the Desk Phone settings in **Zoom.tiu.edu -> Phone -> Settings -> Desk Phone -> Allow Hot Desking**

How to find your Extension and Pin:

1. Login to your Zoom Portal at Zoom.tiu.edu
2. Goto the Personal -> Phone -> Settings tab
3. Note Extension Number assigned to user
 - a. Note: If users and phone are in the same region the 4 digit extension can be used. If user and phone are from different regions, 5 digit extension is required (region code [IL=1, FL=2, CA=3] + extension)
4. Scroll down to Desk Phone and note or edit PIN Code.

Signing in to a Hot Desk enabled handset:

1. Press the Guest soft key on the phone's home screen.
2. Follow the prompts to enter the user’s Extension and Pin
 - a. **Note: Please use your full 5 digit extension (region code + extension). Example: 18175)**
 - b. Important: When signing in to an assigned phone, don't press Sign Out then Sign In. This will unregister the device from the original owner and disable hot desking.
3. Follow the audio prompts to enter your extension number and voicemail PIN.
 - a. The phone will reboot to register your information. If the phone does not automatically reboot, reboot the phone manually.

Signing out:

When you’re done using the phone, you can sign out using one of these methods:

1. Press More for the second page and then press Sign Out of the soft key menu.

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- a. The voice prompt will notify you that settings are being changed. The phone will reboot to register with the original owner or revert to a common area phone. If the phone does not automatically reboot, reboot the phone manually.

NOTES: For security purposes, Hot Desking sessions are automatically timed out after 8 hours.