Hot Desking Telephones
Quick Reference
Guide

ICT Training & Development

Warwickshire County Council

What are Hot Desking phones?

This is a facility which supports Hot Desking, enabling team members to sit at different desks in the same office or a different building, and continue to make and receive phone calls using their own extension.   **The service is not available for VOIP phones or Optipoint phones.**

How does it work?

- An ordinary phone can be set up by ICT to become a 'Hot Desking phone' (for more information contact ICT Service Desk on 01926-414141 or email ictservicedesk@warwickshire.gov.uk)

- Each person has their own unique extension number, which can be their current number and ideally should be linked to the voicemail service (to ensure messages can be left when you are not logged in).

- You have to log into a Hot Desking phone to make and receive external calls.   When not logged in, the phone can only make internal and emergency calls.   All calls made from your extension number will be charged to you, regardless of which building or desk you are using.

- Logging in requires a simple set of keystrokes.   This 'pulls' your extension number to the physical phone.   Once logged in, you can make and receive calls as normal.   When logged in, the Hot Desking phone absorbs all of the attributes of a normal phone i.e. any diverts set on 'no reply' or 'busy', or the 'group pick up' facility will still be operational. When you log out these attributes remain on your extension number.

- If you are working in a different building, and you have logged into a phone, it will operate exactly the same as if you were in your normal office base.   E.g If you are based in Shire Hall, but are temporarily logged in at Kings House, you need to dial extensions as though you were in Shire Hall.   So to reach a Kings House number you would still use the '52' prefix.

- On leaving a desk to work elsewhere, you must log off the Hot Desking phone using a series of simple keystrokes.   This removes the link between your extension number and the physical phone.

- Sessions can be programmed to automatically log off at 20.00 hours each day.   This removes the link between your extension number and the physical phone.   It does not remove any diverts that have been set up either to voicemail or other extension numbers.

- If you get the 'unobtainable' dialling tone when logging in, that means that someone else has already logged into that phone.

What happens when I'm not logged in?

- Regardless of whether you are logged in or not, incoming callers will hear a ring tone so it is essential that calls are diverted when you are not logged in.

- We recommend that all Hot Desking phone users are also set up for voicemail.   All calls can be automatically diverted to voicemail after 6 unanswered rings.

- The voicemail system is linked to your email account.   If the caller decides to leave a message, an automatic email is sent to show that a voicemail message is waiting.   If the caller decides not to leave a message, then the voicemail system tracks this as well.

- You don't have to link to voicemail.   You can choose to divert your calls to extension number if you are not present rather than voicemail if required.   This feature provides a more personal link with your customers than voicemail alone and this includes mobile phones but beware—additional call costs will be incurred using this approach.

- Voice messages can be listened to from any telephone by dialling 6999 (internally) or 01926-476999 (externally) and following the prompts. If you are calling from your own phone you will be asked to enter your pin only, if calling from a different phone you will be asked for your ID and pin.

- You can also web browse to the voicemail web portal where there are many more functions to customise your voicemail:-

<div align="center">

http:/liberty

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Hot desking at your own site

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To log in	To log out
Lift handset and listen to dial tone –	Lift the handset and listen to dial tone –
now enter *#46<**your four digit number**>#.	now enter #*46 #.

Hot desking at another site

SITE	SITE CODE	SITE	SITE CODE
Shire Hall/Barrack Street	781	Hilary Road	799
Myton Park	793	Kings House	7794
Elizabeth House	784	Oakfield Park	780
Exhall Grange	7793	Saltisford	7796
Fawsley House	797	NWBC	786
Arden Centre	795		

To log in   To log out

Lift handset and listen to dial tone –   Lift the handset and listen to dial tone –
now enter   now enter
*#46<site code *plus* **four digit number**>**#**.   **#*46 #**.

Example: if normally based at Shire Hall and your extension number is 1234 *but* now

hot desking and logging on at Saltisford you would enter:

*#46 <**site code 781**(for Shire Hall) ***plus*1234**>**#**.

Please note: if you get a **Number Unobtainable** tone whilst trying to log into a Hot Desking phone, the phone may already be logged in to someone else's extension.   In this instance, you can log the phone out yourself (#*46#).   You should then be able to log in.

Divert codes

Divert all calls immediately...........**#9**<**number to divert to**>.   To cancel......**##9**.

Divert on busy..........................**#0#**<**number to divert to**>.   To cancel.....**##0#**.

Divert on no reply after six rings..**#0***<**number to divert to**>.   To cancel.....**##0***.

Please test your divert once it is enabled.

For more information on available courses

(and more hints, tips and FAQs) visit:

warwickshire.learningpool.com

For support please contact the
ICT Service Desk
using the 'Service Desk Online' icon
on your PC desktop or,
if you have a problem to report,
call on **01926 41 41 41**

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