Shared Phone and Hot Desk Procedures

How do I login to my phone?
1. Press the "Hotdesk" button located above the address label.
2. Enter your extension
3. Scroll down to the password field using the directional disk in the lower right hand corner of the phone
4. Enter your password (if you are not sure about your hot desk password, please contact the helpdesk at 717-871-7777 or email help@millersville.edu)
5. Press the OK button located under the screen.
6. Again, press the OK button located under the screen.
7. Wait approximately 10 seconds for your account to load.

How do I log out?
1. Press the "Hotdesk" button
2. Press the OK button located under the screen
3. It will take approximately 20 seconds for your account to logout

How do I check my voicemail when I am logged in?
1. Press the "voicemail" softkey
2. Enter your password and press #

Do I have a different password for my voicemail?
Yes. Your voicemail password and the password to "login" to the phone are different. The first time you login to your voicemail the password will be "1234". If you wish to change the password to "login" to your phone – please email help@millersville.edu

How do I check my voicemail from a hot desk phone if I am logged out?
1. Dial 7878
2. Press *
3. Enter your extension and press #
4. Enter your password and press #

How do I check my voicemail from a cell phone?
1. Dial 717-871-7878
2. Press #
3. Enter your extension and press #
4. Enter your password and press #

What happens when I am not logged in to my phone?
All calls destined for your extension will immediately go to voicemail.

Can someone leave a voicemail on the hot desk phones?
No. There is no voicemail associated with the hot desk phone.

Is there any way to tell that a phone is “logged in”?
There are no visual cues that a phone is logged in. You will have to press the hotdesk button to see if someone is logged in.

Does the phone still work when not logged in?
Yes. However, if someone tries to contact your direct extension they will immediately go to your voicemail.