

Introduction

Find Me/Follow Me allows simultaneous ringing of up to five different external destinations. Users and administrators can configure these destination numbers. You can configure Find Me/Follow Me based on the time and day by configuring schedules. Using Find Me/Follow Me, you can pick up a call either at your primary extension (your desk phone for example) or at one of the five external destinations, such as a cell phone, your home phone, or another phone. When you answer the call at one destination the other alerting calls are disconnected. By doing this, the Find Me/Follow Me feature reduces the chance of missed calls. You can then transfer the answered call back and forth between your desk phone and other devices in your list of Find Me/Follow Me external destinations.

Navigation

- Find Me/Follow Me Fundamentals (page 1)
- Find Me/Follow Me Configuration (page 2)
- Find Me/Follow Me Operation (page 5)

Find Me/Follow Me Fundamentals

Find Me/Follow Me allows simultaneous ringing on up to five different external destination numbers when a call is offered to your desk phone. This feature also allows you to transfer answered calls between your desk phone and the FindMe/FollowMe destination device you selected to transfer the call. Users and administrators can configure these destination numbers. You can configure Find Me/Follow Me to always ring the specified destination numbers, or to schedule them to ring based on the time and day. This allows you to answer an incoming call from any of the specified external destination numbers, and reduces the chance of missing a call. When you answer the call at one destination the other ringing calls are disconnected. You can transfer the answered call back and forth between your desk phone and other devices in your list of Find Me/Follow Me external destination numbers.

Find Me/Follow Me calls contain the prefix “>” on the Calling Line ID (CLID) information (for example, >John Smith). If no CLID information is available, Find Me/Follow Me calls appear as “FindMe FollowMe”. The following table illustrates the possible CLID displays when a Find Me/Follow Me call is offered to an external destination number (for example, the CLID display on a cell phone configured as an external destination):

Table 1

CLID name	CLID number	CLID passed to external destinations
Available	Available	>Original_CLID_Name Original_CLID_Number
Available	Not Available	>Original_CLID_Name
Not Available	Available	>Original_CLID_Number
Not Available	Not Available	FindMe FollowMe



Note: For calls coming from Analog trunks, the CLID information passed to external destinations will always be "FindMe FollowMe" even if the CLID Name or Number is available.

You can continue a Find Me/Follow Me call on any of the configured Find Me/Follow Me external destination numbers by pressing the Find Me/Follow Me feature code (F960 by default) on the desk set (primary or alternate extensions based on where you answer the call). Pressing F960 again returns the call to the extension where it was originally answered. At this point, pressing F960 again will hand the call off to the external destination you previously selected.

There are two tables on the Find Me/Follow Me page: Schedule List and External Destination List. The Schedule List table shows all currently defined schedules and allows you to add, edit, or delete a schedule. You can configure a maximum of five schedules. The External Destination List shows all currently defined external destination numbers and allows you to add, change, or delete an external destination number. You can configure a maximum of five numbers. Configured external destination numbers are automatically enabled.

Find Me/Follow Me recognizes your set restrictions. If you attempt to enter an external destination number that you do not have permission to dial, the error message, "You are not allowed to dial the number you specified" appears.

Find Me/Follow Me Configuration

You can configure up to five external destination numbers, and five schedules from Mailbox Manager. Perform the following procedures to configure Find Me/Follow Me external destinations and schedules.



Note: Users can only modify Find Me/Follow Me settings if the system administrator has granted permission for users to configure their own settings.

Navigation

- Logging on to Mailbox Manager (page 2)
- Adding a schedule (page 3)
- Adding an external destination (page 4)

Logging on to Mailbox Manager

All Find Me/Follow Me configuration is done through Mailbox Manager. Your system administrator assigns you a mailbox number. If you do not know your mailbox number, ask your system administrator. Mailbox Manager has a 20-minute inactivity timeout. If you attempt to use the application after the timeout period, other than from the Login screen, the following message appears: "Your session has expired. Please sign-in."

Prerequisites

- You must have an assigned mailbox number.

Procedure steps

- 1 Browse to the Mailbox Manager home page.
- 2 In the **User ID** box, enter your mailbox number.
- 3 In the **Password** box, enter your mailbox password.
If the mailbox is not initialized, or if its password is reset, you must log on with the default password (0000).
- 4 Click **Submit**.
If you enter an incorrect mailbox number or password, the error dialog box appears with the following message: "The Mailbox/Password combination you have entered is not correct. Please try again".

Adding a schedule

You can create up to five schedules to determine when you want Find Me/Follow Me to ring your configured external destination numbers. Perform the following procedure to configure schedules.

Prerequisites

- You must be logged on to Mailbox Manager.

Procedure steps

- 1 From the Mailbox Manager main page, click the Find Me/Follow Me link (located in the left pane). The Find Me/Follow Me screen appears.
- 2 From the Schedule List table, select the schedule you want to modify (1 through 5), and then click **Change**.
The Add Schedule screen appears.
- 3 Enter a name for the schedule in the **Name** field.
- 4 Select the check box beside the days you want to enable on Find Me/Follow Me.
- 5 Enter the start time (format HH:MM) for the schedule.
- 6 Enter the end time (format HH:MM) for the schedule.
- 7 Click **Submit** to save the schedule and return to the Find Me/Follow Me screen.
- 8 If you want to delete the schedule, click **Delete** under the **Commands** column.
- 9 After the confirmation box appears, click **Ok** to proceed, or **Cancel** to return to the Find Me/Follow Me screen without deleting the schedule.

Adding an external destination

You can configure up to five external destination numbers for Find Me/Follow Me. You can configure Find Me/Follow Me to always ring these numbers when a call comes into your primary extension, or have them set to a predefined schedule. After a number is configured, it is automatically enabled for Find Me/Follow Me.

Prerequisites

- You must be logged on to Mailbox Manager.
- If you want to have Find Me/Follow Me ring the extension based on a schedule, you must first configure the schedule.

Procedure steps

- 1 From the Mailbox Manager main page, click the Find Me/Follow Me link (located in the left pane). The Find Me/Follow Me screen appears.
- 2 In the External Destination List, find the external destination you want to modify (1 through 5), and then click **Change** (under the **Commands** column).
- 3 From the **Answer Mode** field, select the schedule you want to apply to this destination, or if you want all calls to ring on this external destination at all times, select **Always**.
- 4 Enter the telephone number you want Find Me/Follow Me to call when a call comes into your primary extension.
For telephone numbers, you can enter any digits from 0 to 9 as well as * for a star, # for the number sign, P for Timed Pause and D for a pause to recognize Dial Tone.
The programmed number must be the entire string you would use to dial out from your primary extension (for example, the first number should be 9 to dial an external number).
- 5 Enter the Maximum Ring Time (between 5 to 120 seconds). This is the maximum time the systems rings an external destination before disconnecting.
- 6 Enter the Automated Answer Delay (between 10 to 5000 milliseconds). This allows you to specify the delay between when a call is made and when Find Me/Follow Me treats it as answered by a human user as opposed to an automated system (for example, a cell phone call answered by voice mail because the cell phone has been turned off).
- 7 Click **Submit** to save your changes and return to the Find Me/Follow Me screen.
- 8 If you want to disable the external destination, click **Disable** under the **Commands** column.
- 9 If you want to delete the external destination, click **Delete** under the **Commands** column.
- 10 When the confirmation box appears, click **Ok** to proceed, or **Cancel** to return to the Find Me/Follow Me screen without deleting the destination.

Find Me/Follow Me Operation

After you have configured external destination numbers and schedules, you can transfer calls between them using your primary extension. Perform the following procedures to operate Find Me/Follow Me from your primary extension.

Navigation

- Transferring a call from the primary extension to an external destination number (page 5)
- Transferring a call from an external destination number to the primary extension (page 5)
- Enabling Find Me/Follow Me (page 6)
- Disabling Find Me/Follow Me (page 6)

Transferring a call from the primary extension to an external destination number

If you have answered a call on your primary extension, you can transfer it to a configured external destination number at any time during the duration of the call.

Prerequisites

- You must have at least one external destination number configured.
- A call must be active at the primary set, or at an alternate set associated with the primary set.

Procedure steps

- 1 On your primary extension, press **Feature 960**.
OR
If you are using an analog set, press **Link *960**.
Your configured external destination numbers ring.
- 2 Pick up the call on the external destination you want to continue the call on.
Outgoing calls sent from Find Me/Follow Me, as well as the current call to the primary extension, are disconnected. The call continues on the set associated to the external destination number.

Transferring a call from an external destination number to the primary extension

If you are currently on a call on one of your external destination numbers, you can transfer it back to your primary extension at any time during the duration of the call. This feature is only available for Find Me/Follow Me calls.

Prerequisites

- There must be a free key on your primary extension for the call to be transferred to.

- You must be using the primary set, or an alternate set (associated to an external destination number).
- The current call must be active.
- There must not be an active call on your primary extension.

Procedure steps

- 1 On your primary extension, press **Feature 960**.

OR

If you are using an analog set, press **Link *960**.

Find Me/Follow Me pulls the call back to your primary extension. The call disconnects from the previous extension.

Enabling Find Me/Follow Me

You can enable Find Me/Follow Me at any time from your voice mailbox. Enabling Find Me/Follow Me will enable all schedules.

Note: CallPilot supports two interfaces: Norstar Voice mail and CallPilot. The Find Me/Follow Me feature can be enabled through the mailbox only if it has been configured in Norstar mode.

Prerequisites

- You must be logged on to your voice mailbox.
- You must have Find Me/Follow Me configured in Mailbox Manager.

Procedure steps

- 1 Log onto your voice mail using your mailbox number and password.
- 2 Press **8** to access your mailbox options.
- 3 Press **3** to enable Find Me/Follow Me.
An acknowledgment tone is played.

Disabling Find Me/Follow Me

You can disable Find Me/Follow Me at any time from your voice mailbox. Disabling Find Me/Follow Me will disable all schedules.

Note: CallPilot supports two interfaces: Norstar Voice mail and CallPilot. The Find Me/Follow Me feature can be disabled through the mailbox only if it has been configured in Norstar mode.

Prerequisites

- You must be logged on to your voice mailbox.
- You must have Find Me/Follow Me configured in Mailbox Manager.

Procedure steps

- 1** Log onto your voice mail using your mailbox number and password.
- 2** Press **8** to access your mailbox options.
- 3** Press **9** to disable Find Me/Follow Me.
An acknowledgment tone is played.

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Sourced in Canada
Document number: NN40010-118
Standard
Version 01.02
December 2009