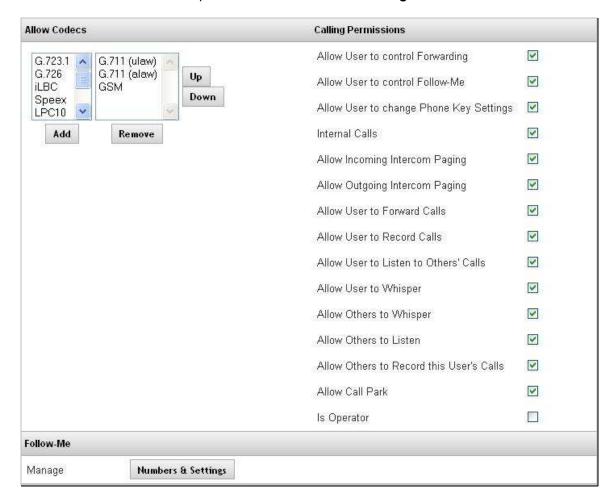


FollowMe: Ringing Multiple Locations Simultaneously

We have found that a typical use of FollowMe is to have an inbound call ring a desk phone, cell phone, home phone, any number of phones simultaneously. When configured correctly, the user will be able to answer at any of these locations and the caller will be unaware that the PBX is trying to contact the user at multiple locations.

- Edit the extension by clicking
- Navigate to the Advanced area of the extension settings
- Under the Follow-Me panel click the Numbers & Settings button



Exit Options V Play the Incoming message to Caller before starting search. Save V Record the Caller's name and play it to You. V Play the Unreachable message if You could not be found. Add 12 seconds to total search time so Caller has time to listen & record. Call From Prompt: System Default V No Recording Prompt: | System Default Options Prompt: System Default V Please Hold Prompt: System Default V Status Prompt: System Default Sorry Prompt: System Default Music On Hold Use System Default 💌 Numbers Use Priority Rings Type Name Number 20 🕶 Mobile V 20 🕶 2 Mobile V 20 🕶 Mobile Mobile 💌 20 🔻 2 20 💙 Mobile V 2 20 🕶 Mobile V 20 🕶 2 Mobile 💌 20 🕶 Mobile V

Figure 1 - Default FollowMe Settings

- Set Add X seconds to total search time so Caller has time to listen & record to 30sec (or more).
- Uncheck Play the Incoming message to Caller before starting search.
- Uncheck Record the Caller's name and play it to You.
- Uncheck Play the Unreachable message if You could not be found.
- Set the Please Hold Prompt and Status Prompt to 1-sec-silence.
- Set the Music on Hold to Ringing (you will have to create a MOH playlist called Ringing and load a sound file for ringing).
- Under Numbers enter a Name (arbitrary) and Number for each location you would like to be called.
- Ensure all of the Numbers to be called are set to the same Priority.
- Check the box next to each **Number** to be called so they are enabled for **Use**.
- Save the FollowMe settings.

Administrator View - Follow-Me Settings / Extension 202 Exit Options Play the Incoming message to Caller before starting search. Save Record the Caller's name and play it to You. Play the Unreachable message if You could not be found. Add | 30 seconds to total search time so Caller has time to listen & record. Call From Prompt: System Default No Recording Prompt: System Default Options Prompt: System Default Please Hold Prompt: 1-sec-silence Status Prompt: 1-sec-silence Sorry Prompt: System Default Music On Hold Ringing Numbers Number Use Priority Rings Type Name 20 🕶 Mobile 💌 Cell 1234567 × × 20 🕶 ∨ Home ∨ Home 1234567 2 Work 💌 202 × V 20 🕶 Desk 20 🕶 Mobile 💌 2 20 💌 Mobile 💌 2 20 💌 Mobile 💌

Figure 2 - Configured FollowMe Settings

- Edit the Extension settings in the PBX.
- Set Unconditional Forwarding to the FollowMe which was previously configured.
- Click Save Changes
- Click Apply Changes



From this point on, any calls direct to this Extension will, via the FollowMe settings, call the Desk phone, Cell phone, and Home phone simultaneously. The caller will hear only ringing, and if the call goes unanswered they will leave a message in the Extension's Voicemail box.