IPitomy

SMARTER BUSINESS COMMUNICATIONS

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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

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Figure 1 - Default FollowMe Settings

Options		Exit
☑	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 12 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: System Default		
Status Prompt: System Default		
Sorry Prompt: System Default		
Music On Hold Use System Default		

Numbers					
Use	Priority	Rings	Type	Name	Number
☐	20	2	Mobile		
☐	20	2	Mobile		
☐	20	2	Mobile		
☐	20	2	Mobile		
☐	20	2	Mobile		
☐	20	2	Mobile		
☐	20	2	Mobile		
☐	20	2	Mobile		

- 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.

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**

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Forwarding Settings

Unconditional	Enabled ▾

◯ Phone Number   ◉ Destination

FollowMe ▾

Follow-Me: 202 ▾   [...]

Busy	Disabled ▾

No Answer	Disabled ▾

Unavailable	Disabled ▾

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.