



# Grandstream Networks, Inc.

---

UCM6xxx Series – Follow Me Guide



## Table of Content

<b>INTRODUCTION</b> .....	<b>3</b>
<b>FOLLOW ME CONFIGURATION</b> .....	<b>4</b>
Follow Me Settings .....	7
Follow Me Options .....	7
<b>FOLLOW ME FLOW EXAMPLE</b> .....	<b>9</b>

## Table of Figures

Figure 1: Create New Follow Me .....	4
Figure 2: Extension to Follow .....	4
Figure 3: Add Follow Me Numbers.....	5
Figure 4: Add Extension 2001 .....	5
Figure 5: Add External Number .....	6
Figure 6: Follow Me Enabled .....	6
Figure 7: Follow Me Options .....	8
Figure 8: Options available for Follow Me.....	8
Figure 9: Follow Me Flow .....	9

## Table of Tables

Table 1: Create Follow Me .....	7
Table 2: Follow Me Options.....	8



## INTRODUCTION

Follow me feature is a very useful feature to locate a user by ringing different extensions and external numbers in a pre-defined path. This feature allows users to be reached at numerous devices, such as mobile, home-telephone, office-telephone, or softphones.

Using UCM6xxx Follow Me feature will help to avoid missing any incoming call while user can be reached on different devices.

For instance, a user has a home phone and office phone each one has a different SIP account and mobile number. UCM6xxx can be configured using Follow Me feature in a manner to follow a specific dialing path to forward incoming calls to initial extension to different extensions as defined in Follow Me dialing order.

This guide describes in details how to configure the Follow Me feature.

The scenario used in this guide is the following:

- User A has 2 extensions (2000 and 2001) and an external number (065443322).
- Office extension is 2000.
- Home extension is 2001.
- Mobile extension is 0655443322.
- Follow Me is set on extension 2000 (work extension).

## FOLLOW ME CONFIGURATION

In order to configure Follow Me. On the UCM webGUI navigate under “**PBX -> Call Features -> Follow Me**” and follow below steps:

1. Click on “**Create New Follow Me**”.

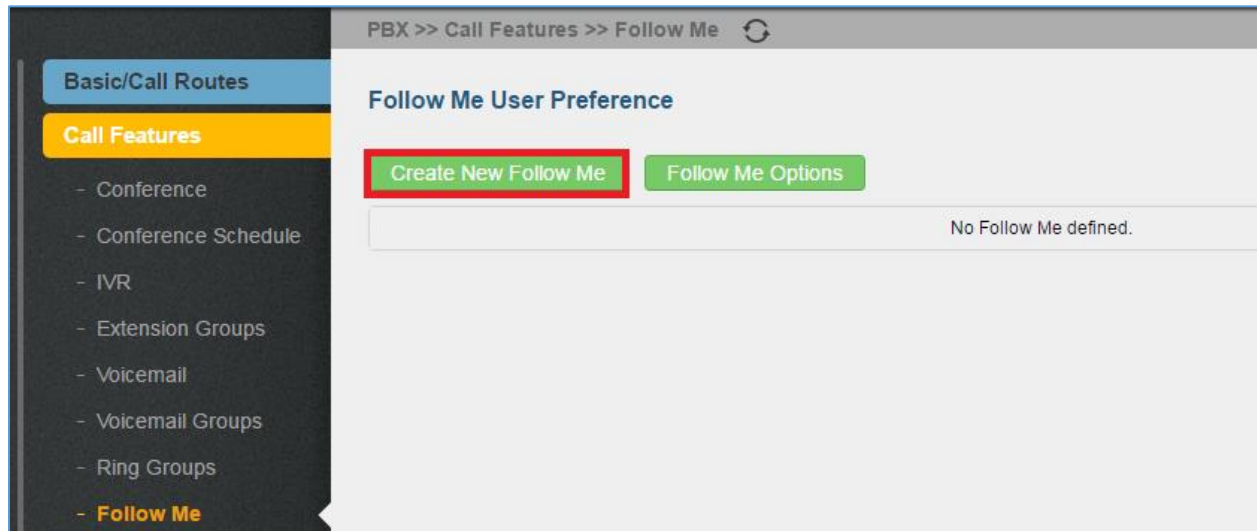


Figure 1: Create New Follow Me

2. Select the extension to activate follow me on it and click “**Next**”. In this example, we will activate follow me on extension 2000.

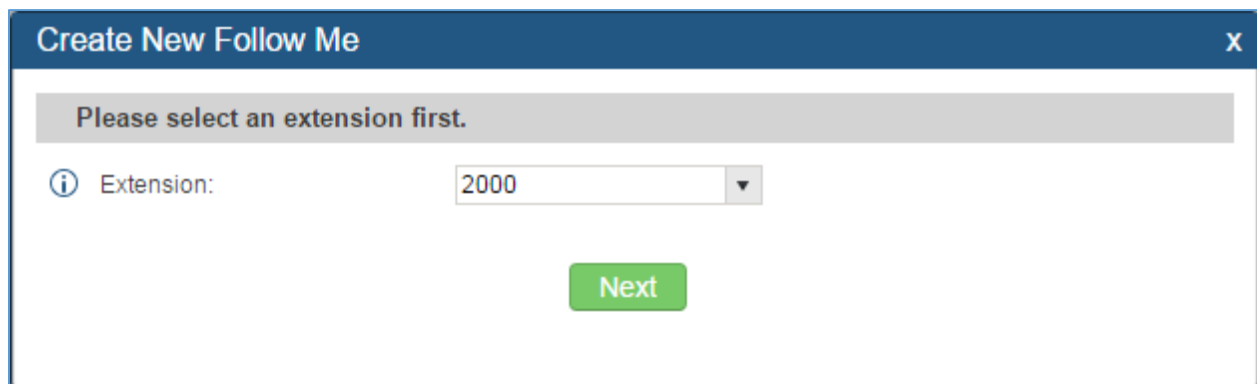


Figure 2: Extension to Follow

3. Click on **Add Follow Me Number** as shown below and add next extension where UCM6xxx will try to locate initial extension if no answer. In this example: set extension 2001, then external number 0655443322.



**Create New Follow Me** x

Selected Extensions: 2000 [Reselect](#)

Enable:  
 Skip Trunk Auth:  
 Music On Hold Class:  
 Confirm When Answering:  
 Enable Destination:   
  Default Destination \*

**Follow Me Numbers**

Add Follow Me Number

**Figure 3: Add Follow Me Numbers**

**Create New Follow Me** x

Selected Extensions: 2000 [Reselect](#)

Enable:  
 Skip Trunk Auth:  
 Music On Hold Class:  
 Confirm When Answering:  
 Enable Destination:   
  Default Destination \*

**Follow Me Numbers**

New Follow Me Number:
 
 Dial Local Extension
  Dial External Number

for  (seconds)

Dialing Order:
 
 Ring after trying previous extension/number

**Figure 4: Add Extension 2001**



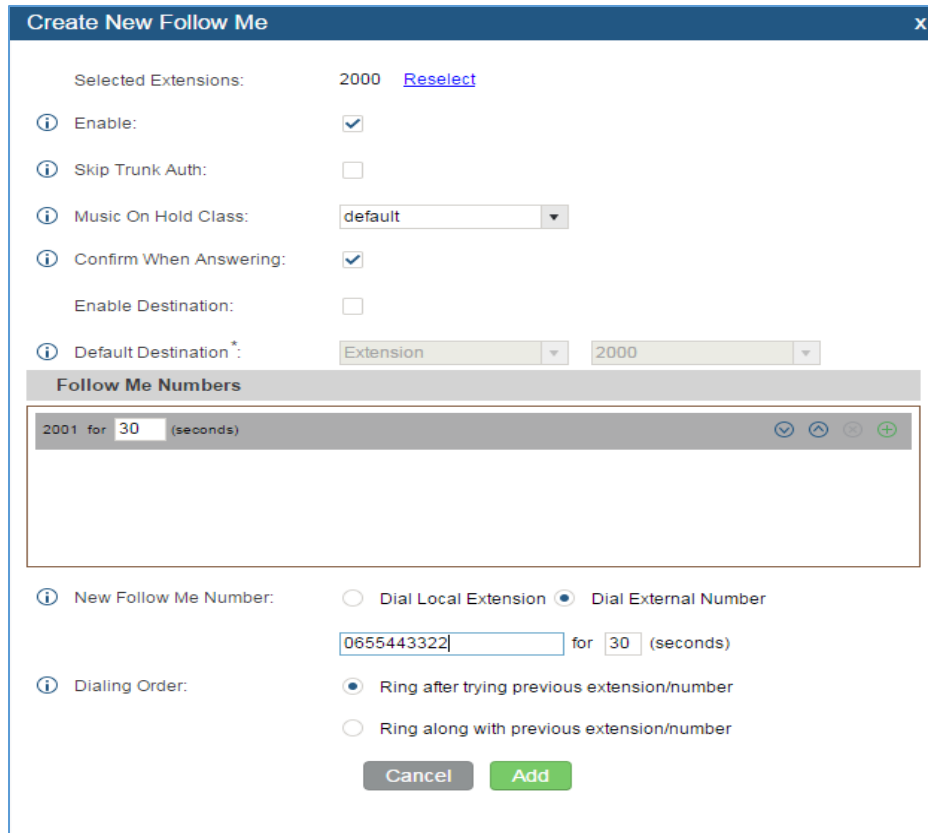


Figure 5: Add External Number

4. After adding “Follow Me Numbers”, click on ,  and .

The following screen will show up indicating the status of “Follow Me” feature and “Dialing Order” for the extension.



Extension	Follow Me	Dialing Order	Options
2000	Enable	2001, 0655443322	 

Figure 6: Follow Me Enabled

**Note:** Please make sure that extension 2000, in this example, is not set to forward incoming calls after no answer to another destination such as voice mail.



## Follow Me Settings

The following table shows needed settings while configuring Follow Me feature.

**Table 1: Create Follow Me**

<b>Enable</b>	Configure to enable or disable Follow Me for this user.
<b>Skip Trunk Auth</b>	If external number is added in the Follow Me, please make sure this option is enabled or the “Skip Trunk Auth” option of the extension is enabled, otherwise the external Follow Me number cannot be reached.
<b>Music On Hold Class</b>	Configure the Music On Hold class that the caller would hear while tracking the user.
<b>Confirm when Answering</b>	By default, it is enabled and user will be asked to press 1 to accept the call or to press 2 to reject the call after answering a Follow Me call. If it is disabled, the Follow Me call will be established once after the user answers it.
<b>Enable Destination</b>	When enabled, the call will be routed to the default destination if no one in the Follow Me extensions answers the call.
<b>Default Destination</b>	Configure the destination if no one in the Follow Me extensions answers the call. The available options are: <ul style="list-style-type: none"> <li>• Extension</li> <li>• Voicemail</li> <li>• Queues</li> <li>• Ring Group</li> <li>• Voicemail Group</li> <li>• IVR</li> <li>• External Number</li> </ul>
<b>Follow Me Numbers</b>	The added numbers are listed here. Click on to arrange the order. Click on to delete the number. Click on to add new numbers.
<b>New Follow Me Number</b>	Add a new Follow Me number which could be a ‘Local Extension’ or ‘External Number’. The selected dial plan should have permissions to dial the defined external number.
<b>Dialing Order</b>	Select the order in which the Follow Me destinations will be dialed to reach the user: ring all at once or ring one after the other.

## Follow Me Options

Administrator can adjust general Follow Me options from UCM6xxx web GUI > PBX > Call Features > Follow Me”.

1. Click on Follow Me Options, and the following window will popup.





Figure 7: Follow Me Options

2. Set Follow Me Options.

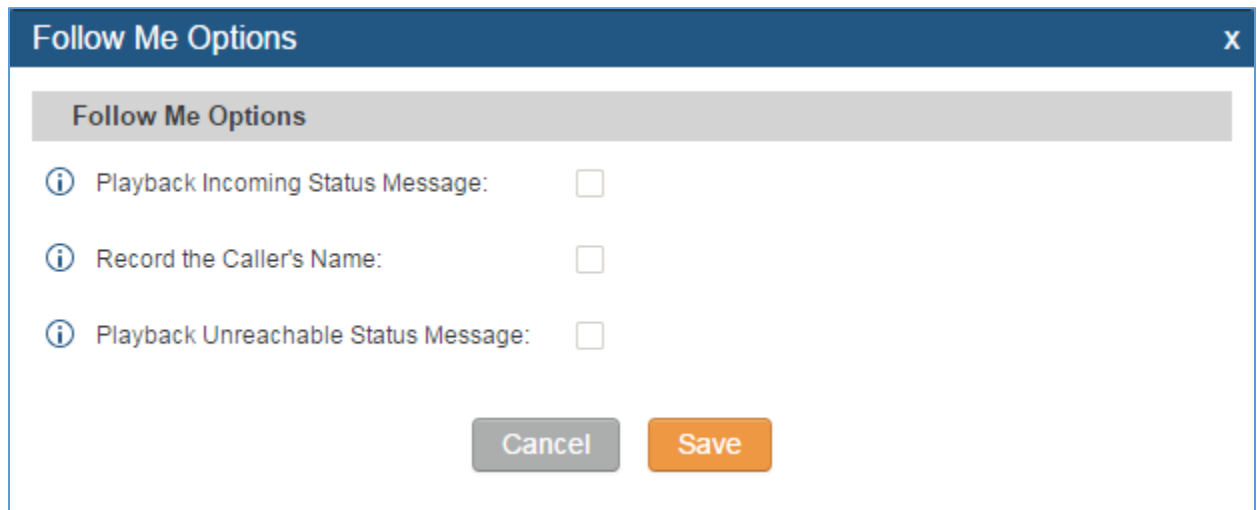


Figure 8: Options available for Follow Me

Table 2: Follow Me Options

<b>Playback Incoming Status Messages</b>	Playback the incoming status messages before starting the follow me steps.
<b>Record the Caller's Name</b>	Record the caller's name so it can be announced to the callee in each step.
<b>Playback Unreachable Status Messages</b>	Playback the unreachable status message if the callee cannot be reached.





## FOLLOW ME FLOW EXAMPLE

In this example, we have previously enabled Follow Me feature on extension 2000. We have added 2001 as first extension to ring if no answer on extension 2000 after timeout (30 seconds), if no answer on extension 2001 after 15 seconds, the call is set to be forwarded to external number 0655443322.

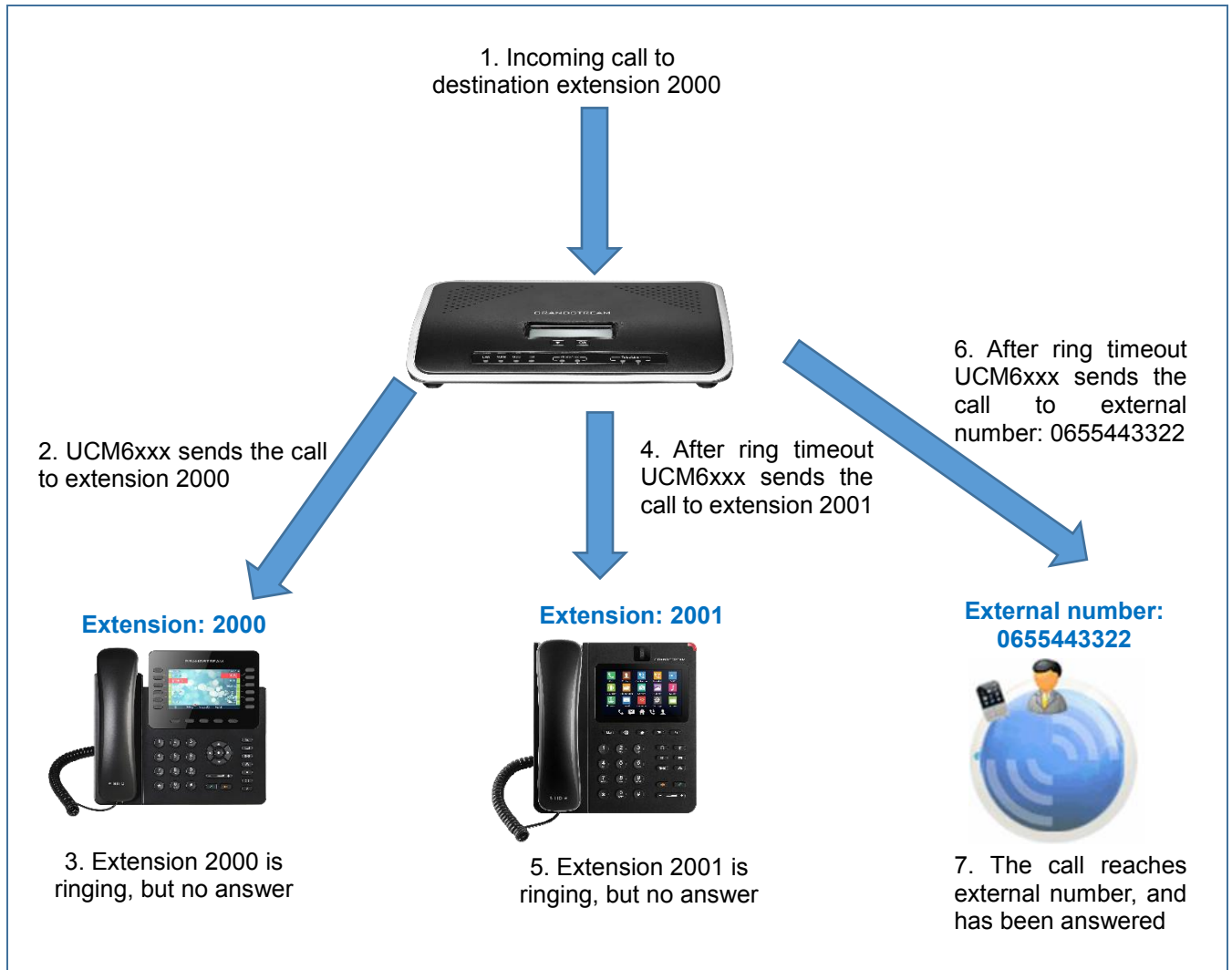


Figure 9: Follow Me Flow

