

Follow Me

The Follow Me function allows you to tell the system what users, devices, groups and external numbers you would like to ring when a call comes in for a particular user. This can be particularly helpful if you are on the move, and would like your mobile to ring as well as your desk phone, or perhaps a user is on annual leave, so to direct calls to a group as opposed to a voicemail.



Strategy

There are 2 strategy options:

Single

This option allows you to choose the order in which devices ring and for how long. For example you may want your desk phone to ring for the entire duration of an incoming call, and after 5 seconds you would then like it to ring your external mobile phone. This gives you the option to pick up from your desk first without alerting you on the mobile. To choose the order and ringing duration, use the sliders next to the end points.

Simultaneous

Selecting this will ring all your end points at the same time.

Endpoints

There are 4 endpoint options:

User

You can pick from a list of users on this account. The drop down list shows the user's name and associated extension number.

Device

A list of associated devices on the account are provided, whether they be desk or soft phones.

Group

You may wish to ring a group of users when a call comes in. This can be helpful if you need to pass your calls to a team because of absence, for example.

External

You can dial an external phone number to receive your calls. Please note that if you choose this

option you will be billed for the minutes to this destination.

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