



Grandstream Networks, Inc.

UCM6xxx Series – **Follow Me Guide**



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INTRODUCTION

Follow me feature is a very useful feature to locate a user by ringing different extensions and external numbers in a pre-defined order. 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 order to forward incoming calls to initial extension to different extensions as defined in Follow Me dialing order.

This guide describes in detail 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 web GUI navigate to **Extension/Trunk → Extensions** and follow below steps:

1. Create or edit the extension to activate follow me on it and navigate to **Follow Me** section. In this example, we will activate follow me on extension 2000.

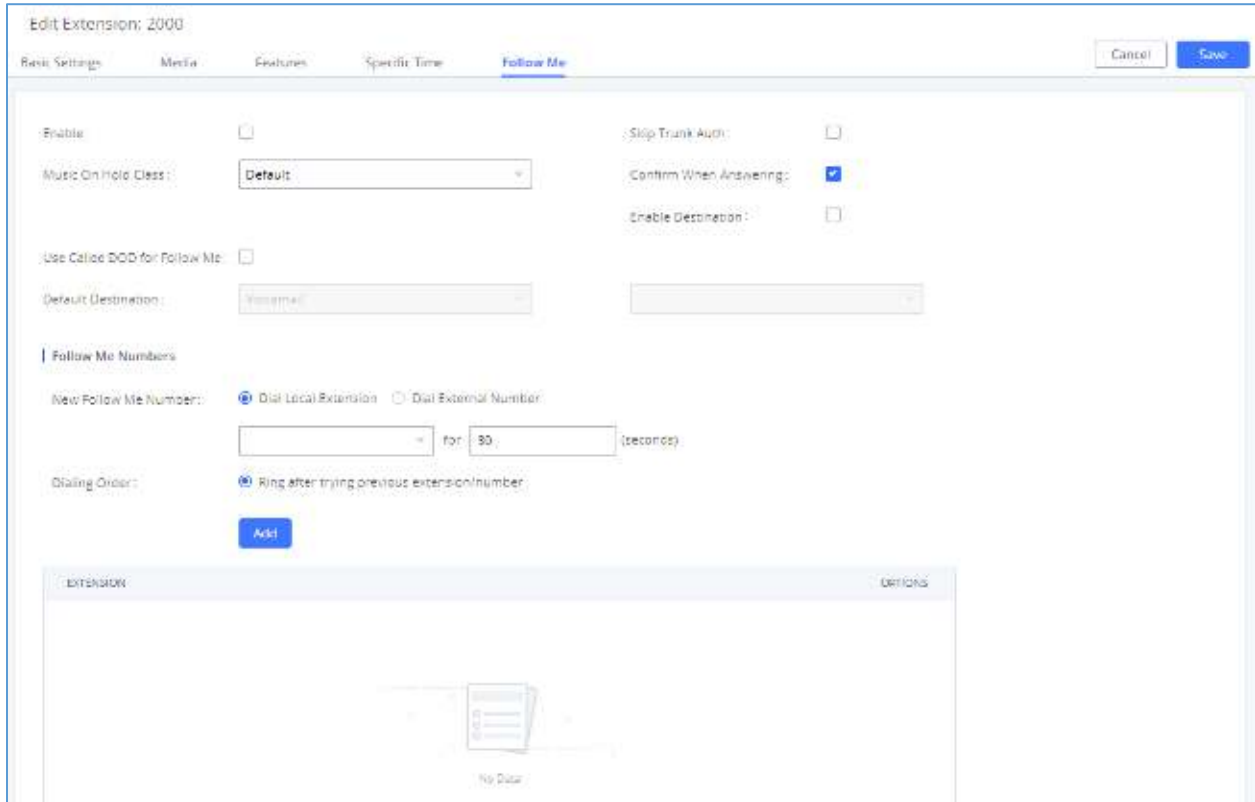


Figure 1: Extension to Follow

2. Select the new follow me number as shown below and add next extension where UCM6xxx will try to locate initial extension if no answer, then press **Add** button. Users may also add external numbers. In this example: set extension 2001, then external number 0655443322.



Edit Extension: 2000

Basic Settings Media Features Specific Time **Follow Me** Cancel Save

Enable: ☒ Skip Trunk Auth: ☐

Music On Hold Class: Default Confirm When Answering: ☒

Use Caller DOD for Follow Me: ☐ Enable Destination: ☐

Default Destination: xxxxxxxx

Follow Me Numbers

New Follow Me Number: ☒ Dial Local Extension ☐ Dial External Number

2001 "Boo Man!" for 30 (seconds)

Dialing Order: ☒ Ring after trying previous extension/number

Add

EXTENSION	OPTIONS
No Data	

Figure 2: Add Extension 2001

Edit Extension: 2000

Basic Settings Media Features Specific Time **Follow Me** Cancel Save

Enable: ☒ Skip Trunk Auth: ☐

Music On Hold Class: Default Confirm When Answering: ☒

Use Caller DOD for Follow Me: ☐ Enable Destination: ☐

Default Destination: xxxxxxxx

Follow Me Numbers

New Follow Me Number: ☐ Dial Local Extension ☒ Dial External Number

0055449572 for 30 (seconds)

Dialing Order: ☒ Ring after trying previous extension/number

Add

EXTENSION	OPTIONS
No Data	

Figure 3: Add External Number

- After adding "Follow Me Numbers", press Save and Apply Changes buttons to apply the new configuration.



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 voicemail.

Follow Me Settings

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

Table 1: Create Follow Me

Enable	Configure to enable or disable Follow Me for this user.
Skip Trunk Auth	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.
Music On Hold Class	Configure the Music On Hold class that the caller would hear while tracking the user.
Confirm when Answering	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.
Enable Destination	When enabled, the call will be routed to the default destination if no one in the Follow Me extensions answers the call.
Use Callee DOD for follow me	Use the callee DOD number as CID if configured. Follow Me numbers are external numbers.
Default Destination	Configure the destination if no one in the Follow Me extensions answers the call. The available options are: <ul style="list-style-type: none"> • Extension • Voicemail • Queues • Ring Group • Voicemail Group • IVR • External Number
Follow Me Numbers	The added numbers are listed here. Click on to arrange the order. Click on to delete the number. Click on to add new numbers.
New Follow Me Number	Add a new Follow Me number which could be a ‘Dial Local Extension’ or ‘Dial External Number’. The selected dial plan should have permissions to dial the defined external number.
Dialing Order	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 → **Extension/Trunk** → **Extensions** → **More** → **Follow Me Options**.



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

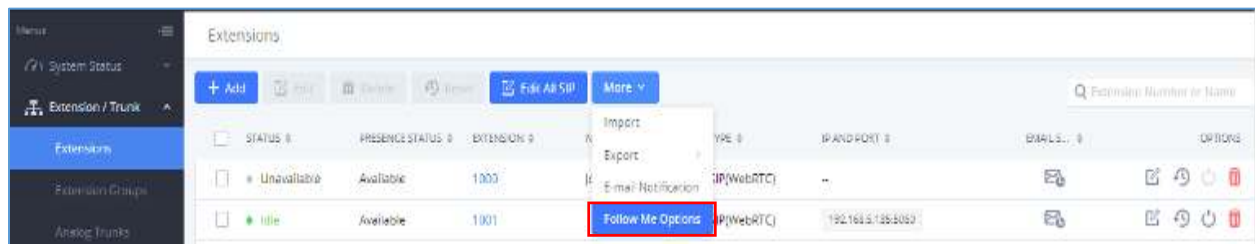


Figure 4: Follow Me Options

2. Set Follow Me Options.

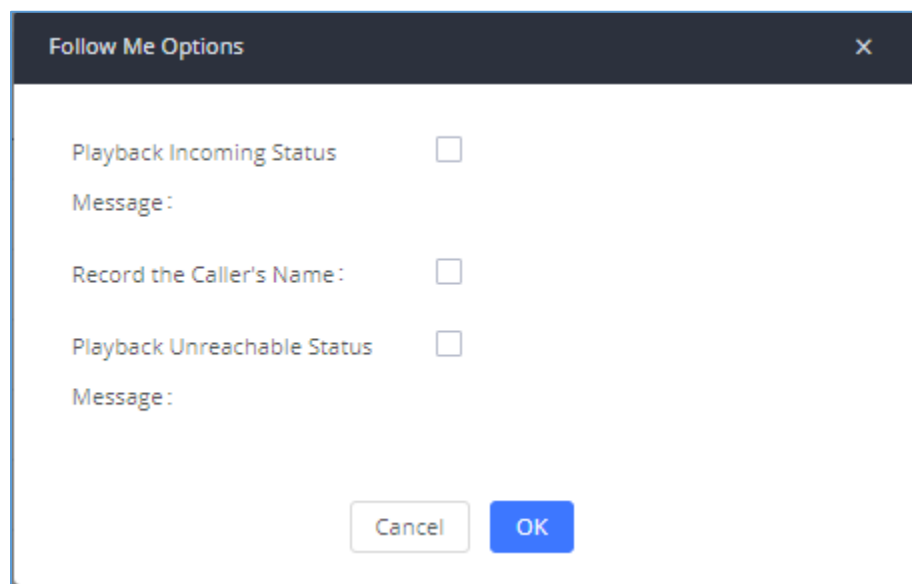


Figure 5: Options available for Follow Me

Table 2: Follow Me Options

Playback Incoming Status Messages	Playback the incoming status messages before starting the follow me steps.
Record the Caller's Name	Record the caller's name so it can be announced to the callee in each step.
Playback Unreachable Status Messages	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.

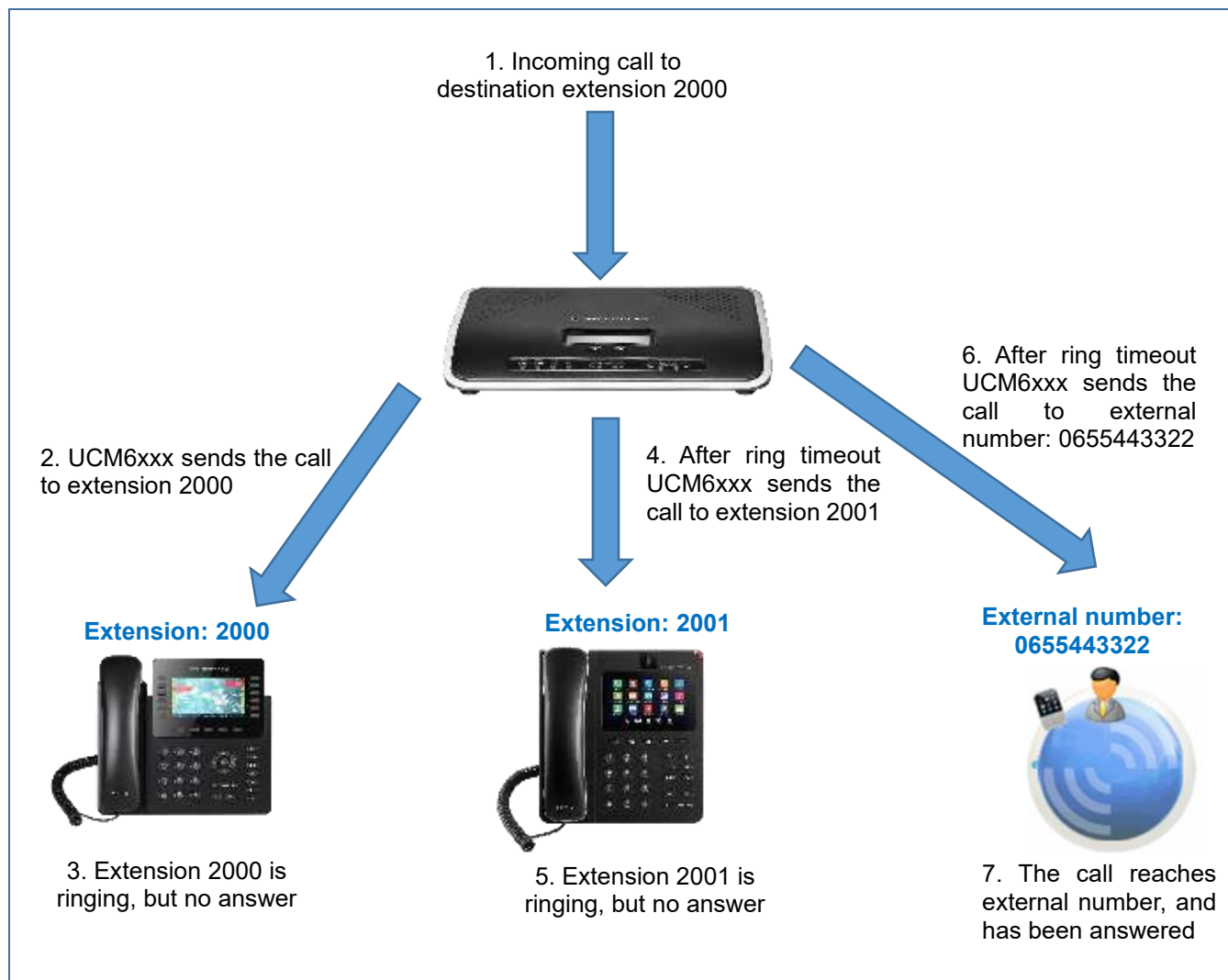


Figure 6: Follow Me Flow