# Grandstream Networks, Inc.

UCM6xxx Series

**Follow Me How To 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).

**Note:** UCM6XXX series include UCM620x series, UCM630x series, UCM630xA series and UCM6510.

# 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.
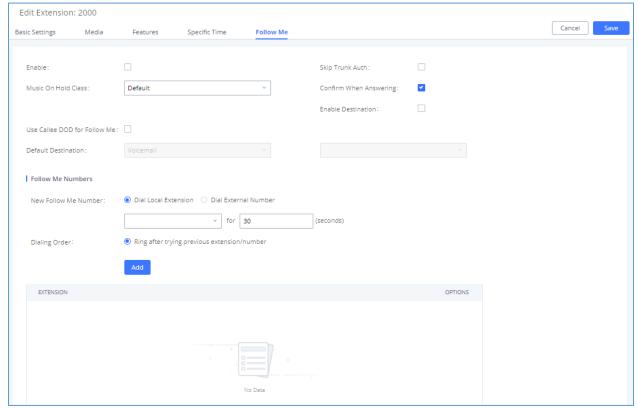


**Figure 1: Extension to Follow**

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.
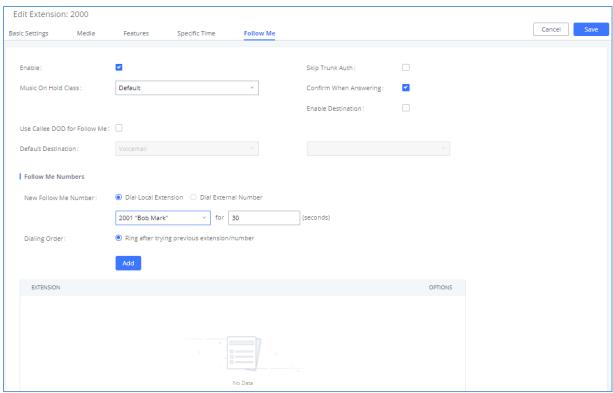
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**Figure 2: Add Extension 2001**



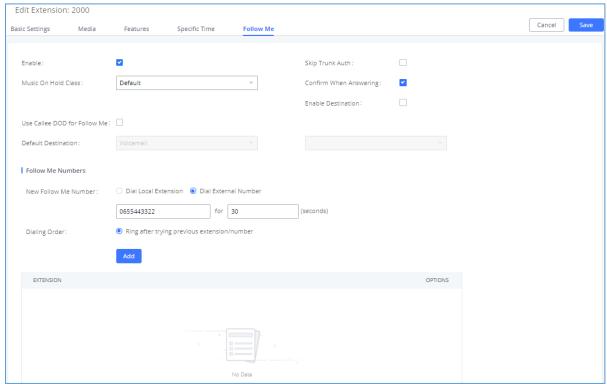**Figure 3: Add External Number**

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

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**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:<br>• Extension<br>• Voicemail<br>• Queues<br>• Ring Group<br>• Voicemail Group<br>• IVR<br>• 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.<br>**Note:** On UCM630x and UCM630xA series, "Ring along with previous extension/number" can be selected for Dialing Order. |

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## 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.
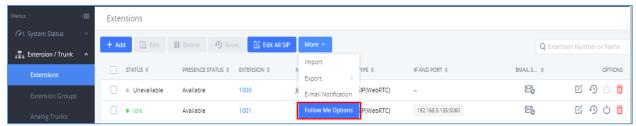


**Figure 4: Follow Me Options**
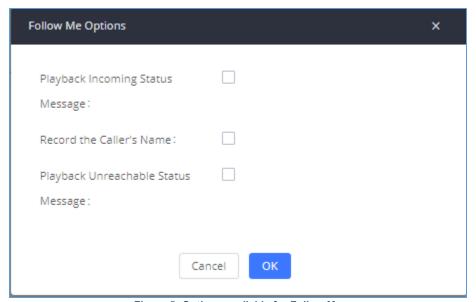
2. Set Follow Me Options.



**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. |

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# 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.
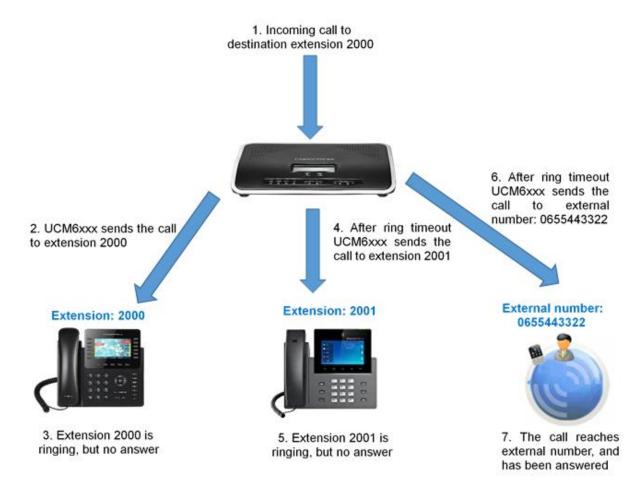


**Figure 6: Follow Me Flow**

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