



RINGNINE

FIND ME FORWARDING

MODULE 13

Version 1.113006

Module 13

The purpose of this module is to introduce you to the Find Me Forward feature. Find Me Forward can be used when the customer can not answer their phone. They can have the system try multiple alternate telephone number destinations. The customer can also specify the order in which these numbers are used and the type of ring, sequential ring or ring all.

Key Functions for the Find Me Forwarding

- can not be set up from the phone;
- must be enabled and disabled using the web portal;
- user's phone always rings before Find Me forward is invoked;
- up to nine user-defined lists of up to five phone numbers each are available;
- only used in no answer situations, otherwise Busy or Do not Disturb coverage takes precedence; otherwise after it exhausts all the numbers in your Find Me list the call will go to Voice Mail;
- Caller has the option to leave a voice mail instead of waiting for the call to transfer;
- When the Find Me call is answered, the system announces the incoming call and gives the person answering the option to accept the call, ignore the call, or send the call to Voice Mail;
- Hanging up or refusing to select an option within a short timeout period will be treated the same as selecting to ignore the call;
- Call Detail records are generated for each external Find Me attempt;
- More than one call at a time can be handled;
- Each number in the Find Me list will have a timeout (expressed in seconds) to help avoid the undesired situation where the Find Me call is answered by a home answering machine or some other voice mail system.
- If the last number in the sequential list ignores the call, or if the last ringing call in a parallel list times out or ignores the call, the call will be sent to the users default "no answer" coverage, which is typically Voice Mail.

Find Me Forward List Set up

First you must set up a Find-Me List, a Find-Me Number and indicate the type of ring you want: Sequential Ring with Caller ID or Ring all with Caller ID. The only way to activate and deactivate this feature is in your Personal Web Portal.

Below are the instructions:

<Go to> Call Management Tab

<Click> Find-Me tab

<Click> Click here to Add a Find-Me-List

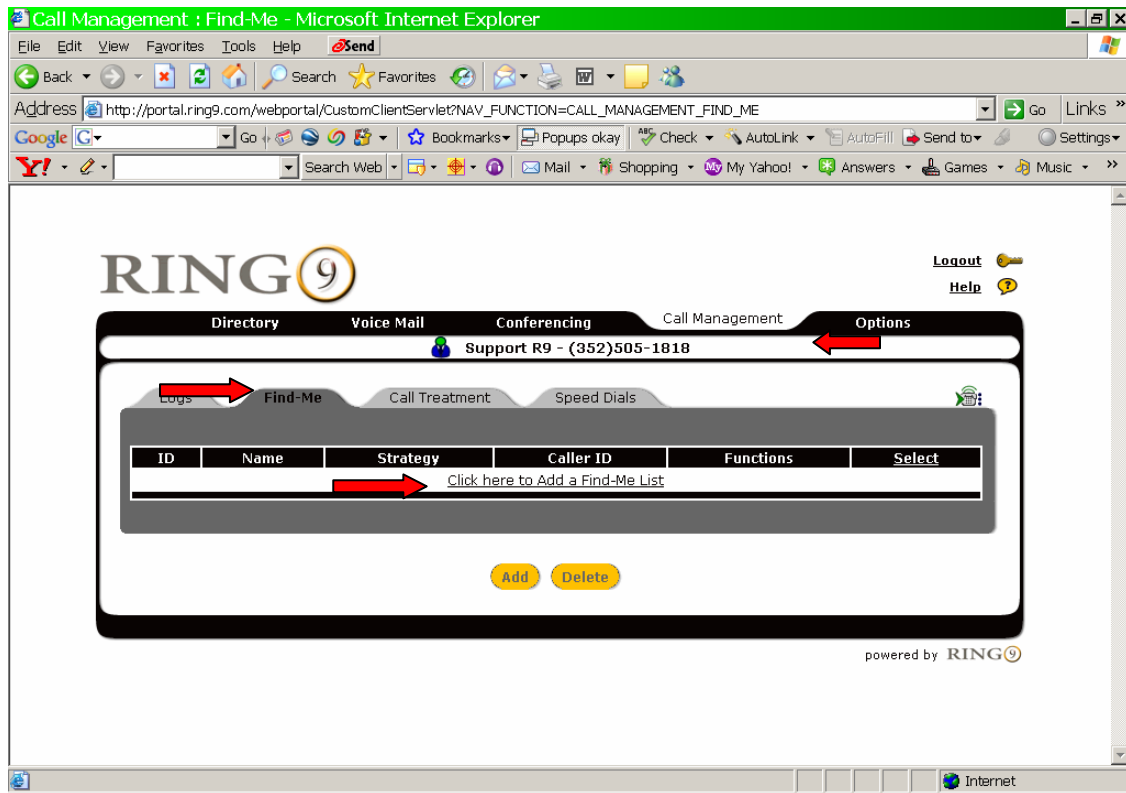


Figure 1 – Call Management tab – Find Me tab – Add a Find-Me List

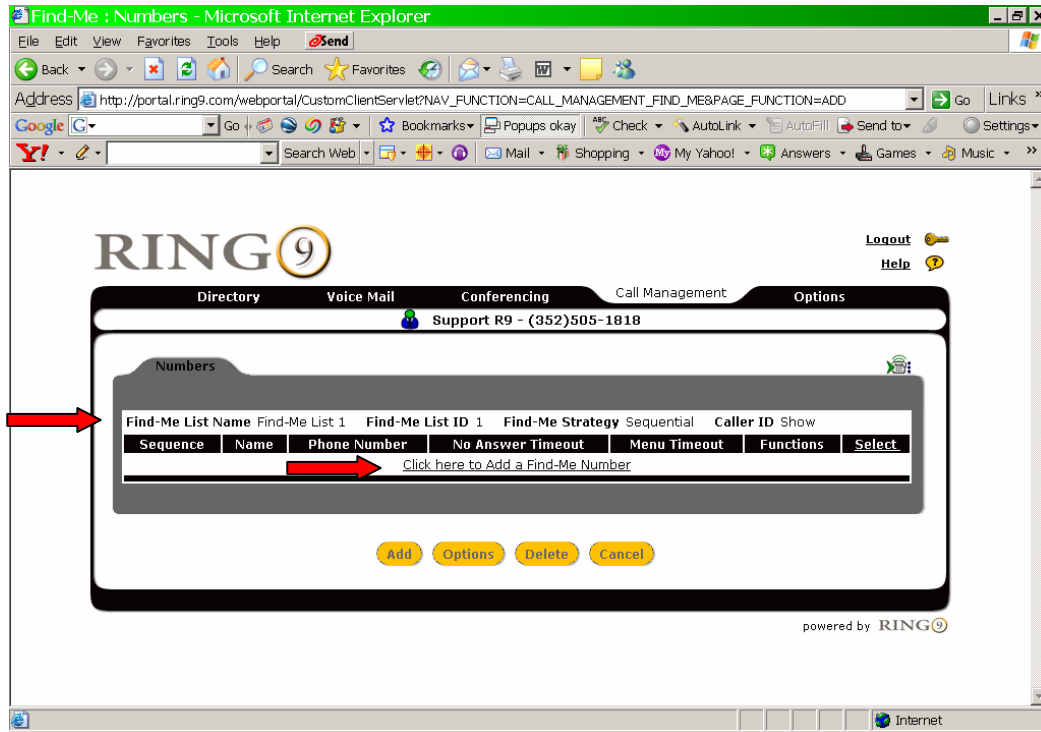


Figure 2 – Find-Me List 1 is now set up

Note: The Find-Me List you just set up is automatically named Find-Me List 1.

<Click> Click here to Add Find-Me Number

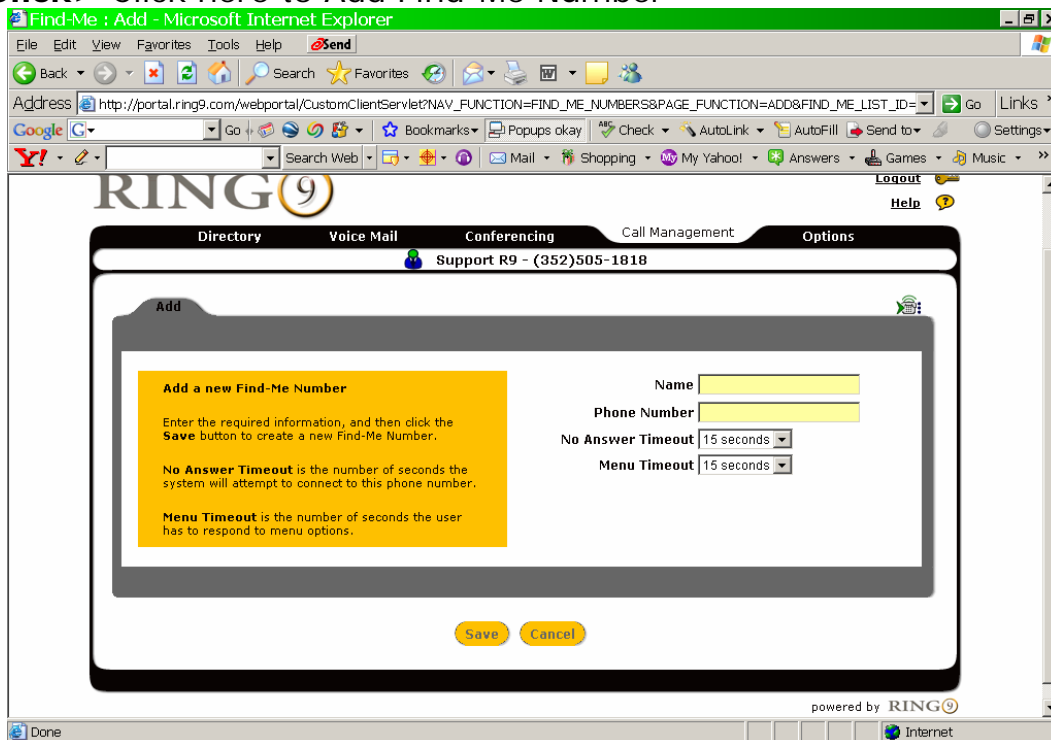


Figure 3 – Name your Find List & Number

Name your Find-Me List and Number:

<Enter> a Name for the Find-Me List (you may want to make this a meaningful name if you intend to use the Find-Me Forward feature for more than list. Example: you may want to set up a Find-Me for your Boss so that he can always find you and you could name it Boss)

<Enter> the Phone Number

<Change> the No Answer Timeout to 30 seconds

<Change> the Menu Timeout to 30 seconds

<Click> SAVE button

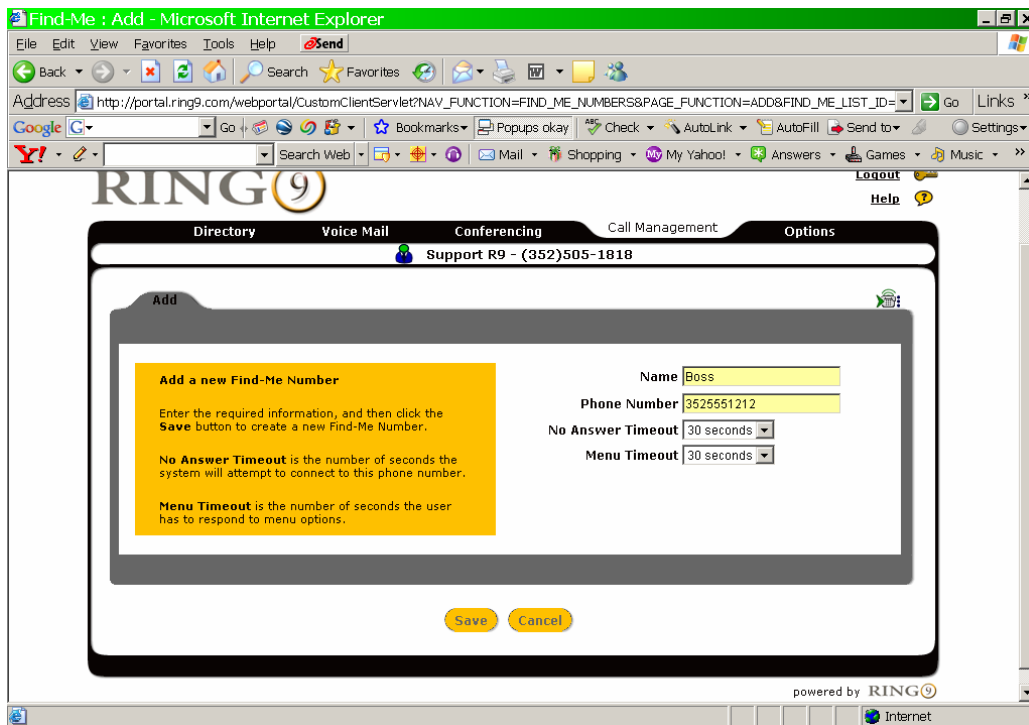


Figure 4 - Adding a new Find-Me Name and Number

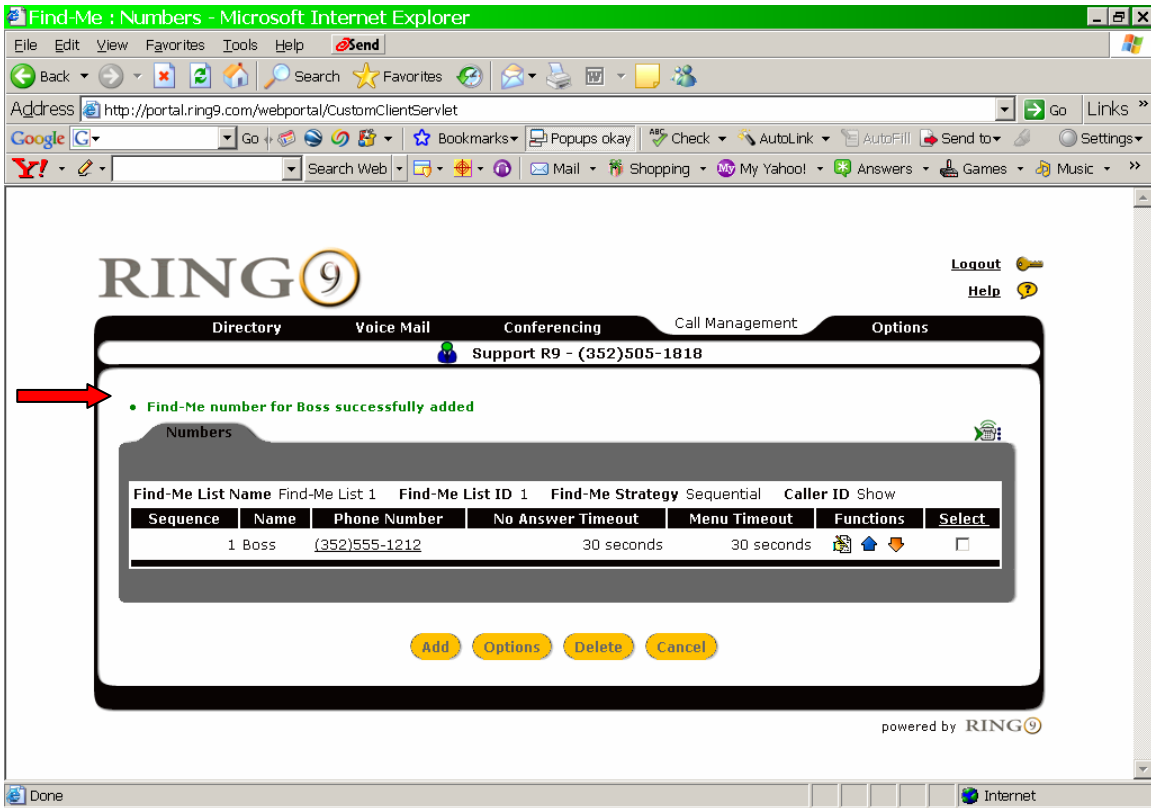


Figure 5 – Note the message in green

You have successfully set up your Find-Me List Number, now Configure your Find-Me number for the Ring type you want.

<Click> the Options button  shown in figure 5.

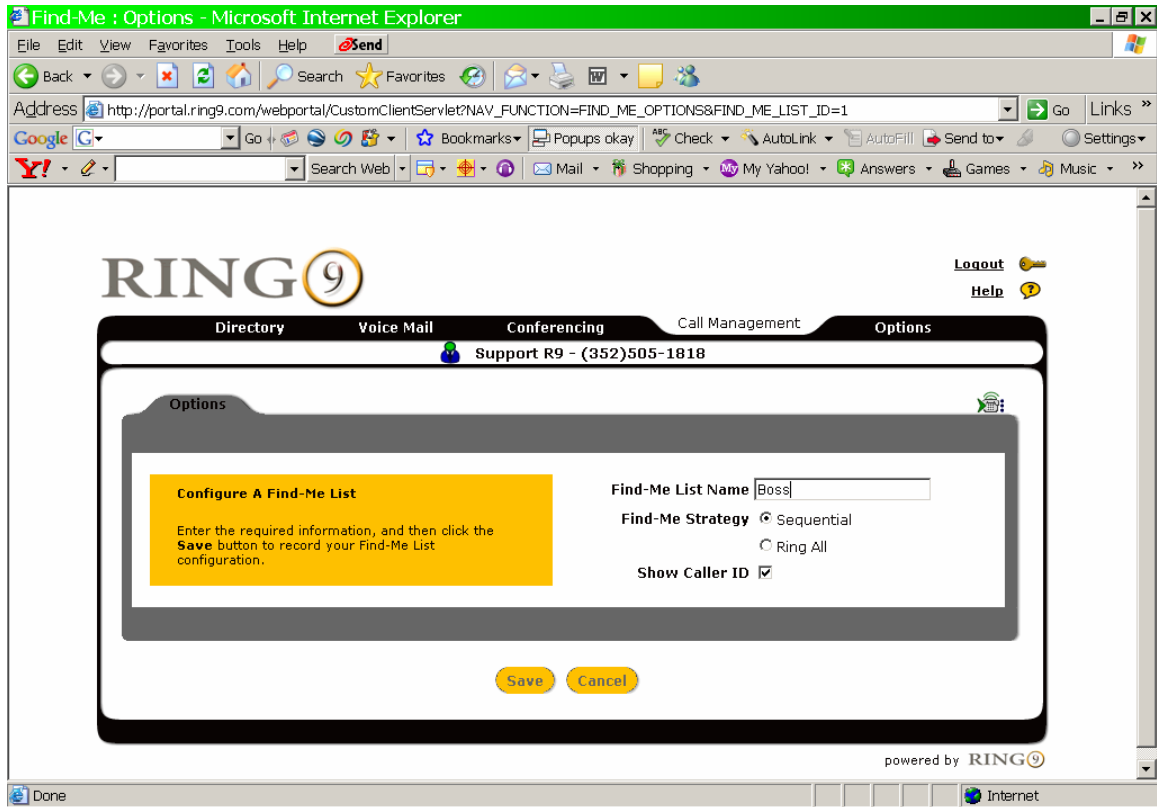


Figure 6 – Options button – Sequential with Caller ID

<ENTER> the Find-Me List Name that you are configuring
<Select> Sequential <Check> Show Caller ID <Click> Save
See Figure 7 next page

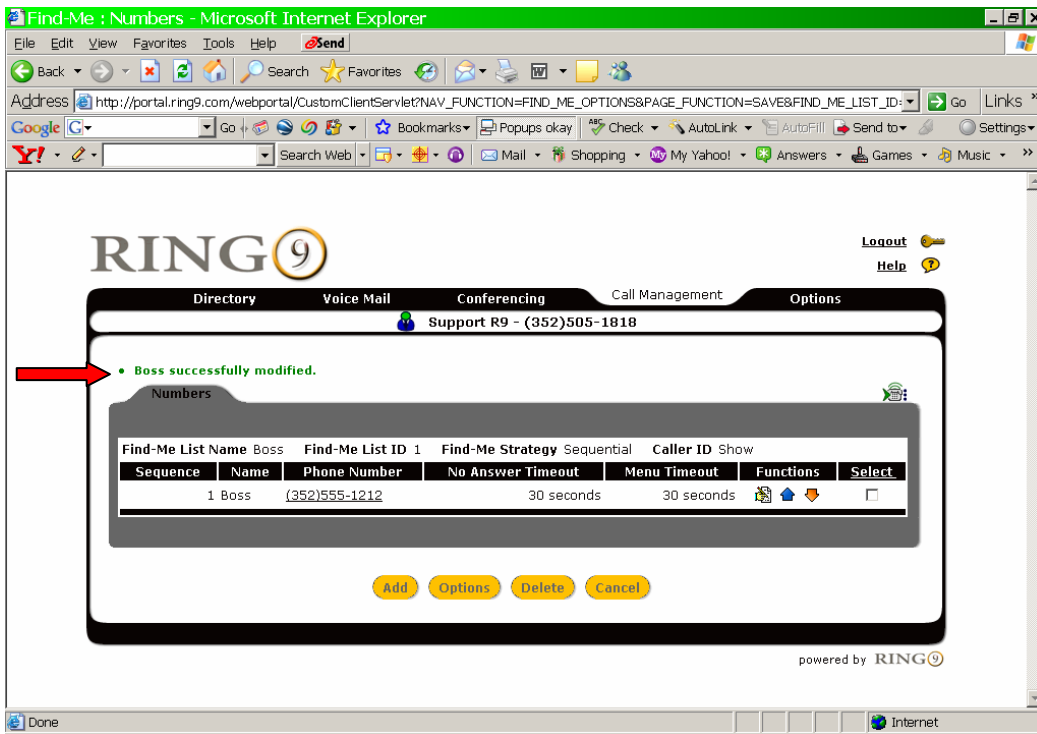


Figure 7 - Note the message in green

You have now successfully set up your Find Me Forwarding with caller id.

How to Disable the Find Me Forwarding Feature

Log on to your personal web portal

<Select> Call Management Tab

<Select> Call Treatment

<Click> Functions icon edit

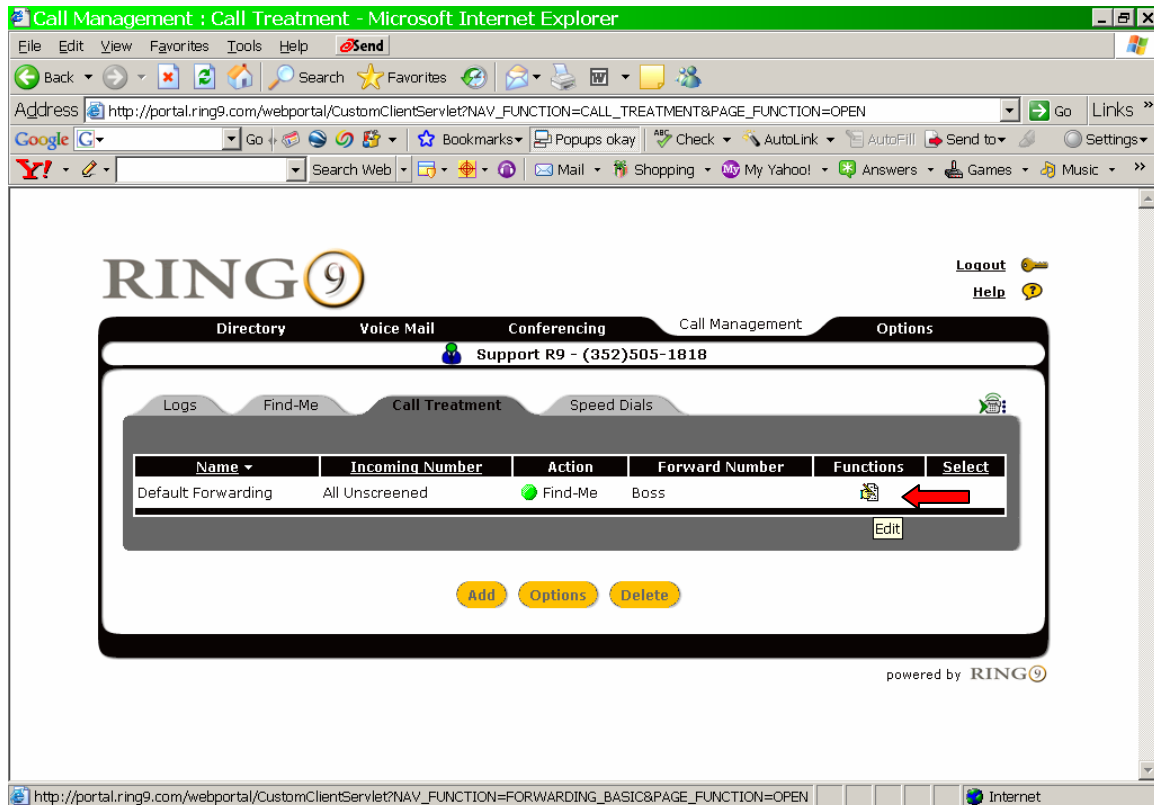


Figure 8 – Functions icon to disable Find Me Forward

<Click> drop down arrow for Default Action
<Select> Disabled

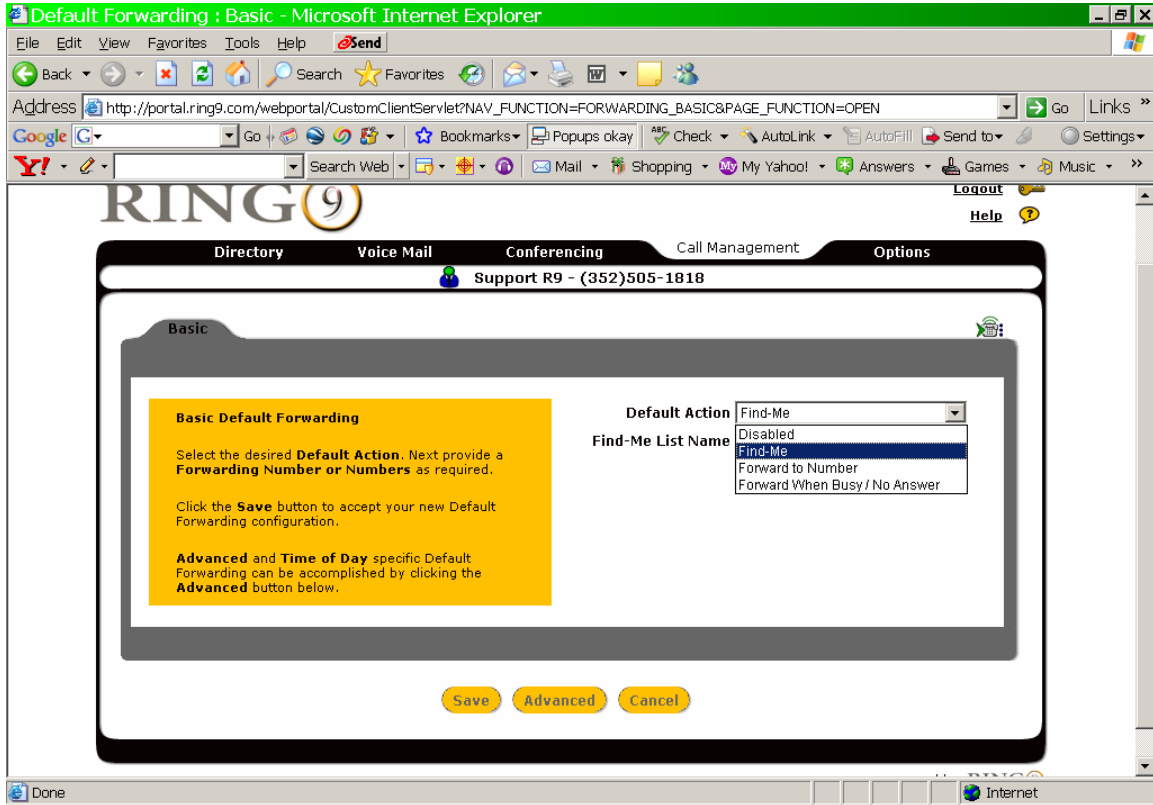


Figure 9 – Select Disabled

Once you have selected disabled the Figure 10 will populate.

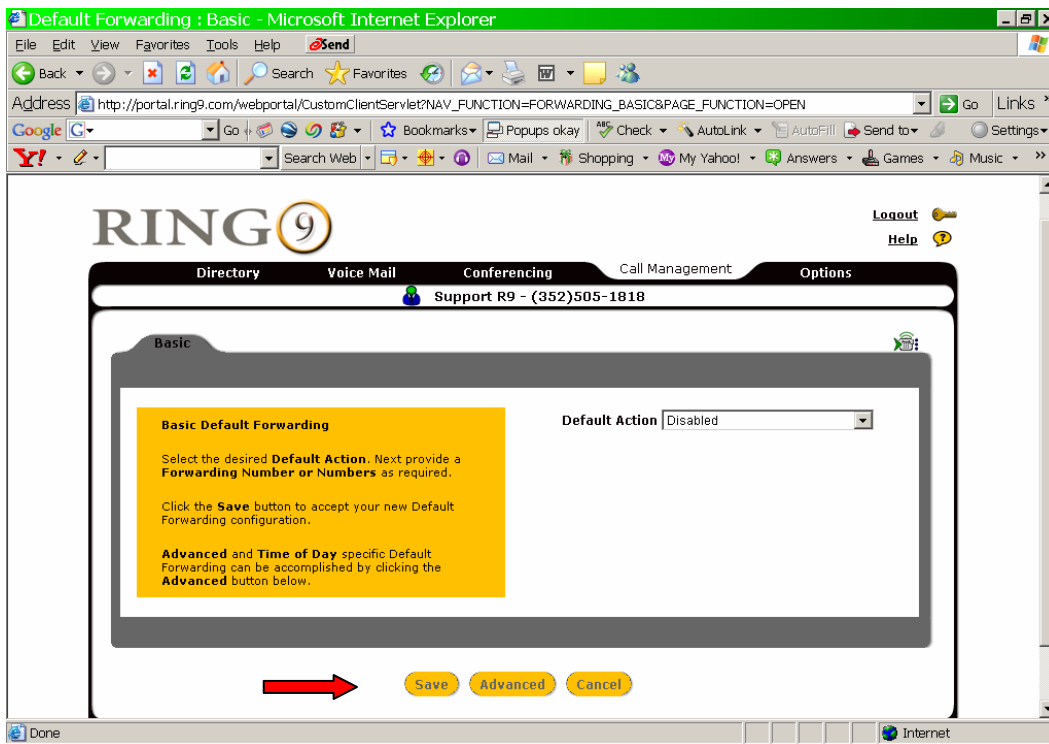


Figure 10 – Click Save

<Click> Save

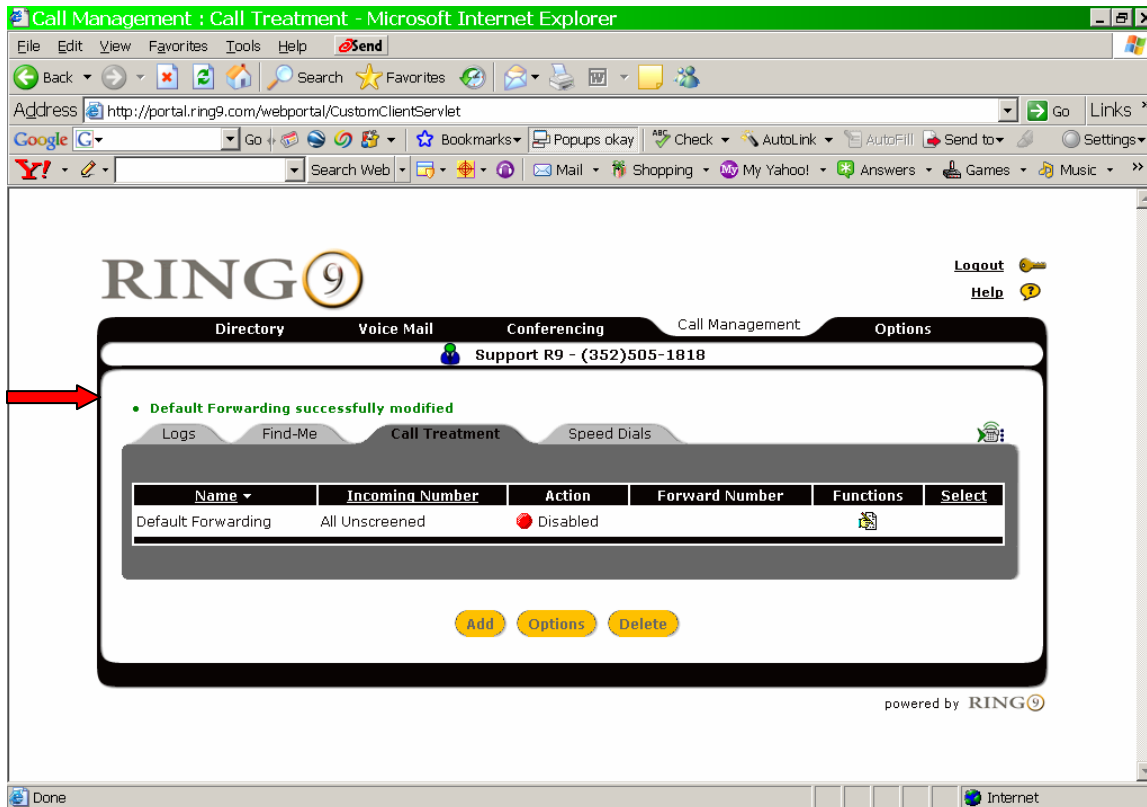


Figure 11– Default Mail Forwarding successfully modified