

About FindMe™

The FindMe feature allows you as an individual or part of a group to have a single name on which you can always be called, and to choose where calls to that name will be routed. You can also determine what happens if your first choices are either busy or unanswered after a certain period of time.

For example, you could set up your individual FindMe name so that it will call you on your desktop endpoint first. If there's no answer after 10 seconds it will divert the call to your mobile phone, or if your desktop endpoint is busy it will divert the call to your colleague's desktop video unit.

Alternatively, you could have a single FindMe name for your team, and set it up so that all the team members' desktop video units will ring when anyone calls the FindMe name.

FindMe User Accounts

Each FindMe name has an associated user account. Your FindMe user account is set up by your system administrator. Once this has been done, you can log in to your account via a web interface and configure it with details of the device(s) on which you want to be contacted:

- when a call is first placed to your FindMe name
- if any or all of your first choice of devices are busy
- if all of your first choice of devices are unanswered.

You can update these details as often as you wish.

Individual versus Group FindMe

There are two types of FindMe names: individual and group.

The only difference between the two is what happens if one of the devices in the initial list is busy.

For **individuals**, it is assumed that you will only be able to take calls on one device at a time, therefore if **any** devices in your Primary list are busy, the call will immediately divert to the device(s) in your Busy list.

For **groups**, it is assumed that more than one person is available to take calls, so the call will only divert to the device(s) in the Busy list if **all** devices in the Primary list are engaged.



It is possible for you to have a telephone number which people can dial from their mobile phone or from a ISDN line that will route calls to your FindMe. This will depend on your network configuration and must be set up by your system administrator; contact them for more information.

Accessing the FindMe Configuration Page

To configure your FindMe user account, log in via a web browser as described below:

Go to the FindMe link provided to you by your system administrator.
This will take you to the **Login** page.
Select **User Login**.

You will be taken to the **User Login** page.
Enter the **Username** and **Password** provided to you by your system administrator and select **Login**.

You will be taken to the **FindMe** Welcome page.
From here you can [configure your FindMe options](#) as either an individual or a group.

TANDBERG FindMe
Welcome john smith

User Details
User Name: **john smith**
FindMe Name: **john.smith@example.com**
Type: **An individual**
[Change Password](#)
[Log Out](#)

Primary Devices
When someone calls my FindMe Name, ring the following devices all at the same time.
[Input fields for device names]
Ring the Primary Devices: for 25 seconds

Busy Devices
If any of the Primary Devices are *busy*, divert to the following:
[Input fields for device names]

No Answer Devices
If there's *no answer* from any of the Primary Devices, divert to the following:
[Input fields for device names]

Adding and Removing Devices

Adding a Device to a List

You can have up to five devices in each list. To add a device to any of the lists, enter one of the following in any of the available fields:

- for video endpoints: enter any alias, URI or ENUM with which the device is registered
- for 3G mobile phones: to route video to your mobile phone, you must have a 3G gateway - enter the gateway's prefix followed by the mobile phone number. To route voice only, enter the mobile phone number along with any prefixes required by your dial plan for external calls
- for telephones: enter the extension number (for internal calls) or telephone number, along with any necessary prefixes.

You can also use another person's FindMe name in any of these fields, for example if you want your calls to be diverted to a colleague.

Removing a Device from a List

To remove a device from a list, delete it from the relevant field and click **Save Changes**.



If no **Primary Devices** are configured for a FindMe name, all calls to that name will be rejected.

User Name
This shows the username for this FindMe account.

FindMe Name
This shows the FindMe name being configured.

Type
Select whether this FindMe name is to apply to **An individual or A group of people**. This will affect how calls are diverted to the **Busy** devices.

Change Password
Click here to change the password used to access your FindMe account. You will be taken to a new page where you can enter the new password.

Log Out
Click here to exit the FindMe page.

Save Changes
Click here to update your FindMe account with any changes. The changes will take place immediately.

Primary Devices
Enter all the device(s) that you want to be called when your FindMe name is first dialed.
If more than one device is listed here, they will all ring at the same time.

Ring the Primary Devices
Select the amount of time in seconds that you want the devices in the **Primary** list to ring before the call is diverted. Alternatively, you can specify that the devices will ring **until caller hangs up**, in which case the call won't be diverted.

Ensure that none of the **Primary** devices are set to **Autoanswer**. If they are, the system will consider the call to have been answered when Autoanswer is initiated, and so it will not divert the call to any other devices.

Busy Devices
For an **individual**, enter all the device(s) to which you want the call to be diverted immediately if **any** of the devices in the **Primary** list are busy.
For a **group of people**, enter the device(s) to which you want the call to be diverted immediately if **all** of the devices in the **Primary** list are busy. (If **some** of the devices in the Primary list are busy, the rest will continue to ring for the specified time before the call will be diverted to the devices listed here.)
If more than one device is listed here, they will all ring at the same time.
If no devices are listed here, the caller will get a "busy" response if any or all of the **Primary** devices are busy.

No Answer Devices
Enter all the device(s) to which you want the call to be diverted if none of the devices in the **Primary** list are answered within the specified time.
If more than one device is listed here, they will all ring at the same time.
If no devices are listed here, the caller will receive a "no answer" response if none of the **Primary** devices are answered.
 If **Ring the Primary Devices** is set to **until caller hangs up**, you will not be able to list any devices here.

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