

# Using TANDBERG's FindMe™

## About your FindMe User Account

### What is 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 you chose 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 videophone first. If there's no answer after 10 seconds it will divert the call to your mobile phone, and if your desktop phone is busy it will divert the call to your colleague's desktop videophone.

Alternatively, you could have a single FindMe name for your team, and set it up so that all the team member's desktop videophones 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.

## Logging in to your FindMe User Account

To set up your FindMe user account, you must log in to it via a web browser.

To do this, follow the steps below.

The image shows a three-step process for logging into a FindMe user account. Step 1: A 'Login' page with 'User Login' and 'Administrator Login' buttons. Step 2: The 'User Login' form with 'Username' (john smith) and 'Password' fields, and a 'Login' button. Step 3: The 'TANDBERG FindMe' user dashboard for 'john smith', showing 'User Details', 'Primary Devices', 'Busy Devices', and 'No Answer Devices' sections.

**1** Go to the FindMe link provided to you by your system administrator. This will take you to the [Login](#) page. Select [User Login](#).

**2** Enter the [Username](#) and [Password](#) provided to you by your System Administrator. Select [Login](#).

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

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## Configuring your FindMe User Account



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

### Username

The username for this FindMe account.

### FindMe name

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 account configuration page.

### 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 URL or alias 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.

### Removing a device

To remove a device from a list, simply delete the text from the relevant field.

### Primary Devices

List the device(s) that will ring 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 you wish the devices in the **Primary** list to ring before the call is diverted. Alternatively, you can specify that the devices will ring **until the caller hangs up**.

### No Answer Devices

List all the device(s) that will ring if none of the devices in the **Primary** list are answered within the specified time.

If no devices are listed here, the caller will receive a "no answer" response if none of the **Primary** devices are answered.

If you have selected a **Timeout period of ring until caller hangs up**, you will not be able to list any devices here.

### Save Changes

Click here to update your FindMe account with any changes.

### Busy Devices

For an **individual**, list all the device(s) that will ring immediately if any of the devices in the **Primary** list are busy.

For a **group of people**, list all the device(s) that will ring 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 divert to the devices listed here.)

If no devices are listed in this section, the caller will get a busy response if any/all of the **Primary** devices are busy.



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.