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Setting Up the Follow-Me Feature on Hosted IPitomy Systems

Use this address to access the IPitomy System: (Contact us for this information)

Use of the Follow-Me Feature

This system can forward your call to a preset list of phone numbers, thus “following” you wherever you are. Here are some of the most common scenarios for Follow-Me:

- You want your calls to ring at your desk phone and your cell phone at the same time.
- You want your calls to ring at your desk phone and then go to your cell phone if you don't answer your desk phone.

Accessing the IPitomy Smart Personal Console (Logging in to Your Extension)

1. Open your **web browser** (Google Chrome or Mozilla Firefox are recommended).
2. Type in the **address** in the web browser that is listed above.
3. You will see a page come up like this.

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4. On the *right* side, under **USER LOGIN**, enter your **extension number** in the User Name field.
5. Enter your **voicemail password** in the Password Field.
6. Press **Login** button.
7. If you entered everything correctly, you will be presented with the Home Screen.

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To Setup the Follow-Me Phone Numbers

1. From the home screen, click on My Account.
2. You'll find a **Manage Follow-Me** section. If this does not appear, contact us, as we may need to enable this feature.
3. Click on the **Numbers and Settings** button.
4. This will bring up a screen to edit the Follow-Me settings.

5. Usually, the default options are okay to keep. You can opt to record the caller's name before the system calls you so you know who is calling and you will have option to take the call or not. If you reject the call, it will go to your voicemail on the system.
6. If you want to record any of the prompts, you will have to contact us to do so. We can give you several options as to how to record them, including leaving a message in our exclusive greetings mailbox. The default prompts are usually sufficient, however.
7. It is recommended to select **Play your Unavailable message** if you could not be found. Otherwise, it will only play the generic "Please leave a message..." greeting. It is much better to have your VM greeting play so the caller will know who they reached.
8. Next, enter the number(s) to which you want the calls to ring.

Use	Priority	Rings	Type	Name	Number
<input checked="" type="checkbox"/>	1	3	Mobile	Work Cell	7400912
<input checked="" type="checkbox"/>	1	3	Mobile	Personal Cell	18562614849
<input checked="" type="checkbox"/>	2	3	Home	Home	16108655827
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		

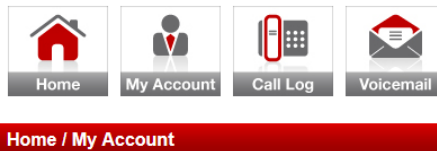
9. There are multiple blank lines, which are there for you to fill in and use. If you are only using one number, you only have to select the first/top **Use** checkbox.
10. **Priority** means the sequence that the list of numbers will be tried. In this particular example, the top two numbers will be dialed at the same time because they have the same Priority.
11. Rings is the number of rings it will try that number. Three to Four rings is sufficient.
12. Select the **type** of phone it is (this really doesn't matter, as it is there just for your reference and has no effect on the operation).
13. Enter the **Name** of the number. Again, this is just for your reference.

IPitomy Follow-Me Cheat Sheet

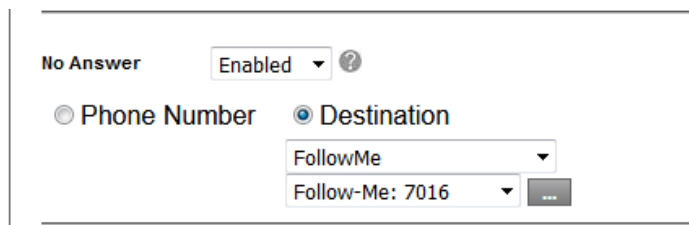
14. Enter the **phone number** in as you would dial it from your desk phone. No dashes are required.
15. So in this particular example, the flow of the call is as follows:
 - a. The system will try to call the work and personal cell first at the same time.
 - b. If the call is not answered, it will move on to the home number.
 - c. If the call still is not answered, it will go to the voicemail box.
16. You may also program another internal extension number as one of the options. For example, if you wanted the system to ring your desk phone and your cell phone at the same time, you would put in your extension number and your cell phone with same priority.
17. Click **Save** to save your changes.
18. Close the window or click on **Exit**.

Activating the Follow-Me

1. Log in to your Smart Personal Console by using the [Logging to Your Extension](#) instructions at the beginning of this sheet.
2. From the home screen of the Smart Personal Console, click on My Account.



3. Under the **Forwarding** settings of your extension, you will need to program the system to use the **Follow-Me** that you just programmed. Usually, the most-used scenario of Follow-Me is to implement it after your desk phone has been tried first.
4. If this is the case, then you'll want to change the **Forwarding – No Answer** setting.
5. From the drop-down menu on the No Answer section, select Enabled
6. Then select the dot (aka radio dial) for Destination (not Phone Number).
7. Select FollowMe from the drop-down menu under the Destination option.
8. Then underneath, select the Follow-Me for your **extension**.
 - a. In this example, it is **Follow-Me: 7016**.
9. **BE SURE TO ONLY USE YOUR EXTENSION NUMBER'S FOLLOW-ME!**
10. Once completed, the No Answer settings should look like this:



11. Once you have verified all the settings are how you want them, scroll down to the bottom and click the **Save Changes** button.

Save Changes

12. Make a test call.

Other Follow-Me Examples

1. **Ring Two Devices at Once** - Ring your office phone and your cell phone at the same time.
 - a. Program the Follow-Me table with both your office extension and your cell phone. Make both lines have the same priority so that they ring at the same time.
 - b. Set your office extension with an Unconditional Forward to your Follow-Me extension.
 - c. Also, record a custom prompt and set it to be the Please Hold prompt. It would say, "You have reached the phone of John Miller. Your call is important to me so please hold while the phone system tries to find me...."

2. **For A Backup** - As a backup, have the system ring your cell phone and your home phone number if your office phone goes off-duty due to a loss of power or internet.
 - a. Add your cell phone and your home number to the Follow-Me Table. If you want your cell phone to ring first, make that number have the higher priority.
 - b. Set your office extension with an Unavailable Forward to your Follow-Me extension.

3. **For a Backup with a Custom Schedule** – Building upon option 2, so you can always have this in place, but it won't disturb you after business hours.
 - a. Add your cell phone and your home number to the Follow-Me Table. If you want your cell phone to ring first, make that number have the higher priority, the same as you did in example 2.
 - b. Create a schedule, by clicking on My Schedule on the My Account screen on IPitomy Smart Personal Console.
 - c. Set your office hours in the schedule
 - d. Set your In Hours Destination to be FollowMe: Your Extension Follow-Me
 - e. Set your Outside of Hours Destination to be Voicemail: Your Voicemail Box.
 - f. Set your office extension with an Unavailable Forward to your Extension's Schedule.
 - g. This will enable the calls to "follow you" to your cell phone during normal business hours if you would lose power or internet at your office. But if power or internet was lost while you were closed, the calls would go straight to your voicemail box and not disturb you at all!