User Guide

FindMe™ Express

www.cisco.com

FindMe lets you control how you are contacted: on any device, at any location, through a single FindMe ID.

You can set up a list of locations such as "at home" or "in the office" and associate your devices (endpoints, Movi, mobile phones and so on) with those locations. You can also set up rules to redirect calls if your devices are busy or unanswered.

For example, you could set up your FindMe so that it calls you on your desktop videophone first. If there's no answer after 10 seconds it diverts the call to your mobile phone, or if your desktop videophone is busy it could divert the call to your colleague's telephone instead.

Your system administrator can also set up a group FindMe for a team of people such as a support desk. This works by calling all the devices associated with that group when the single FindMe group ID is called.

Your administrator may have also configured your external telephone number to route to your FindMe ID.

FindMe user accounts

Each FindMe ID has an associated user account. After the system administrator has set up your account, you can log in to it using a web interface and configure it with details of your work locations and the devices on which you want to be contacted at each location.

After you have set up your device and location details all you typically need to do on an ongoing basis is to indicate your current active location.

Individual versus group FindMe

The only difference between individual and group FindMe accounts is what happens if one of the devices in the primary list is busy.

For *individuals*, it is assumed that you can only take calls on one device at a time, therefore if *any* devices in the Primary list are busy, the call immediately diverts to the devices in the Busy list.

For *groups*, it is assumed that more than one person is available to take calls, so the call only diverts immediately to the devices in the Busy list if *all* devices in the Primary list are engaged.

Accessing the FindMe Express home page

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

Go to the FindMe Login page using the link provided to you by your system administrator.

Click **User Login.**

Enter the **Username** and **Password** provided to you by your System Administrator.
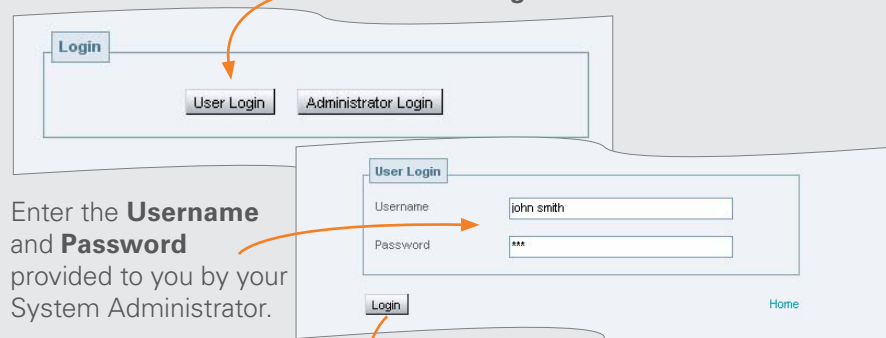
Click **Login.**

You are taken to the FindMe Express home page. From here you can configure your FindMe account and set your current active location.
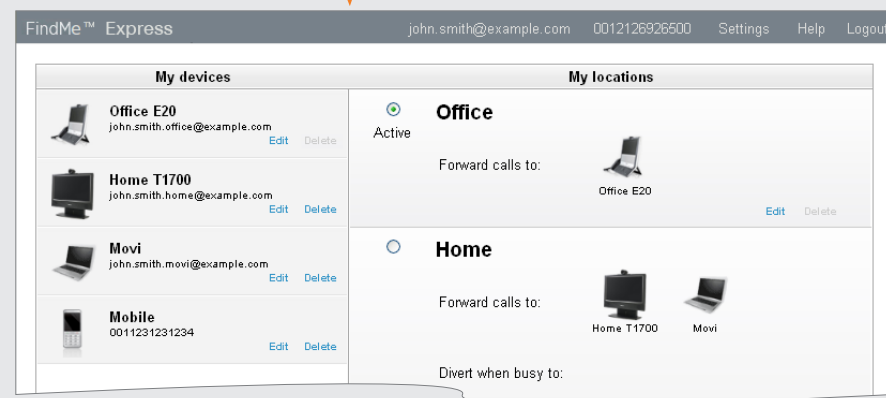
FindMe Express home page

The home page summarizes your FindMe account. It shows your configured devices and locations, and your currently **Active** location.

From here you can change your Active location or use the **Add**, **Edit** and **Delete** buttons to modify your device and location details.

My devices

A list of all the devices configured for your FindMe account.

Click **Edit** next to the device whose details you want to change. This opens a window where you can modify the device name, address (alias or number) or picture.

Click **Delete** to remove a device.

Click **Add new device** to open a window where you can set up a new device. You can add up to 15 devices.

☀ Your system administrator may have configured one or more principal devices when setting up your account. These are the main devices associated with your account. You cannot delete or change the address of your principal devices.

The administrator may also have configured your account so that you cannot add, modify or delete any of your devices. Contact your administrator if you need to change your device details.

Account details

The FindMe ID and external telephone number of the account being configured.

Settings

Click here to set your display language or to change the password used to access your FindMe account (if you are using local authentication).

Logout

Click here to exit the FindMe page.

My locations

Lists the locations against which you can associate different combinations of your devices.

Forward calls to shows the primary devices that are called when your FindMe ID is first dialed (where that is the currently active location). If more than one device is listed here, they will all ring at the same time.
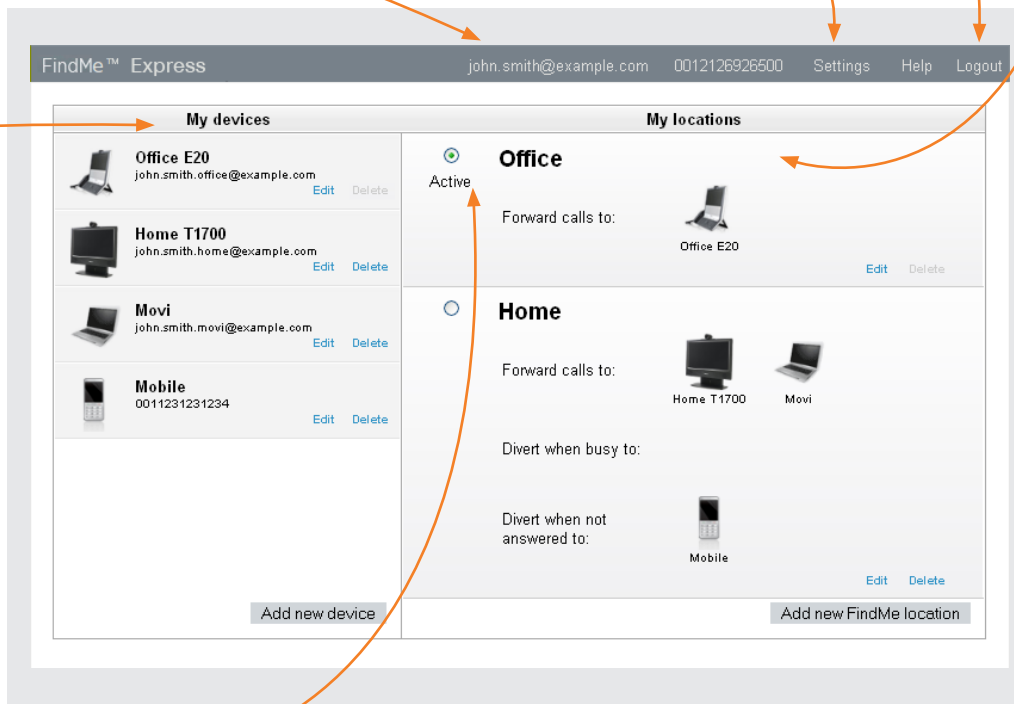
Divert when busy to shows the devices that are called if the primary devices are busy.

Divert when not answered to shows the devices that are called if the primary devices are not answered after a specified time.

Click **Edit** next to the location whose details you want to change. This opens a window where you can select the primary devices associated with that location and the devices to divert to when the primary devices are busy or not answered.

Click **Delete** to remove a location. Note that you cannot delete the active location.

Click **Add new FindMe** location to open a window where you can set up a new location and its associated devices. You can add up to 10 locations.

FindMe™ Express   john.smith@example.com   0012126926500   Settings   Help   Logout

My devices   My locations

Office E20
john.smith.office@example.com
Edit   Delete

Home T1700
john.smith.home@example.com
Edit   Delete

Movi
john.smith.movi@example.com
Edit   Delete

Mobile
0011231231234
Edit   Delete

Add new device

● Active   **Office**
Forward calls to:
Office E20
Edit   Delete

○ **Home**
Forward calls to:
Home T1700   Movi

Divert when busy to:

Divert when not answered to:
Mobile
Edit   Delete

Add new FindMe location

Active location

Shows the currently **Active** location. When someone calls your FindMe ID the devices associated with your active location are called.

To change your active location, click on the radio button next to the required location name.

One of your FindMe locations must always be active.

⚠ If no devices or locations are configured, all calls to your FindMe will be rejected.

Defining device details

This page is used to define a new device such as an endpoint, Movi client or telephone, or to change the details of an existing device.

To get here from the FindMe Express home page, click **Add new device** to define a new device, or click **Edit** against the device whose details you want to modify.

Address or number

The contact address / alias / number of the device. Depending on the type of device you should use the following formats:

- video endpoints: enter any alias with which the device is registered
- 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
- telephones: enter the extension number (for internal calls) or the full telephone number, along with any necessary prefixes

Device name

Enter a description of how you refer to the device. This name is not seen by the people calling that device.

Picture

Choose a picture to associate with the type of device.

Select the voicemail symbol ∞ if you are specifying a voicemail server.

The other pictures act only as a guide and have no effect on how calls to that device are handled.

For example you could use 👤 to indicate a forwarding address of a colleague.

💡 Ensure that none of the active location's 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.

Information

The system administrator can include instructions here. It could, for example, show you how to format your device addresses.

Save / Cancel

Click **Save** to confirm your changes and return to the FindMe Express home page.

Click **Cancel** to discard your changes and return to the FindMe Express home page.

Defining location details

This page is used to define the details of a new location, or to change the devices associated with an existing location.

To get here from the FindMe Express home page, click **Add new FindMe location** to define a new location, or click **Edit** against the location whose details you want to modify.
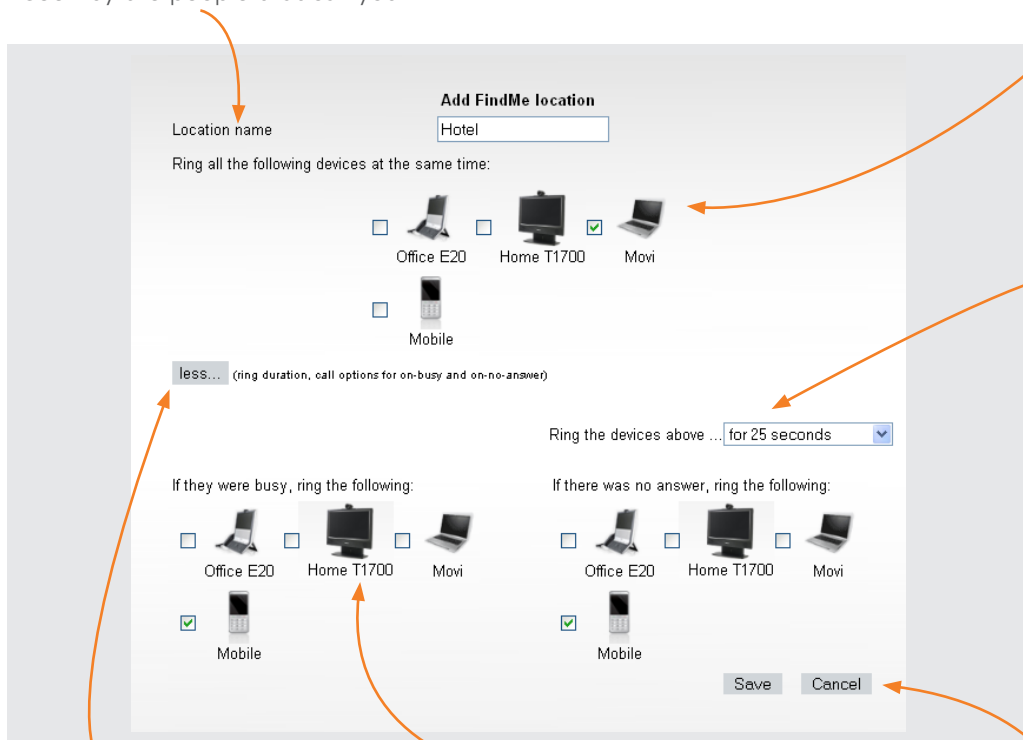
💡 **Busy devices**

For an **individual** FindMe account the busy devices ring immediately if *any* of the primary devices for that location are busy.

For a **group** FindMe account the busy devices only ring immediately if *all* of the primary devices are busy. (If *some* of the primary devices are busy, the rest will ring for the specified time before the call diverts to the busy devices.)

If the active location has no "divert when busy to" devices, the caller will get a busy response if any of the primary devices are busy (or if all devices are busy if it is a **group** FindMe).

Location name

Enter a description that describes a place or mode of working such as "Office" or "Home". This name is not seen by the people that call you.

more... / less...

Click **more...** to expand the screen and specify the how the location should work if your primary devices are busy or unanswered.

Click **less...** to hide this information.

If the primary devices are busy

Select the devices to call if any of your primary devices are busy.

Primary devices

Select the devices to call when your FindMe ID is first dialed (and where this is your currently active location).

You can choose from all of the devices you have set up in your My devices list. If more than one device is selected, they will all ring at the same time.

If the primary devices are not answered

Select the amount of time in seconds you want the devices in the primary list to ring, and then select the devices to call if there is no answer after that time.

If no secondary devices are selected, the call will terminate after the chosen duration, and the caller will receive a "no answer" response.

Alternatively, you can select an option that the devices will ring **until caller hangs up**.

Save / Cancel

Click **Save** to confirm your changes and return to the FindMe Express home page.

Click **Cancel** to discard your changes and return to the FindMe Express home page.