



# Cisco TelePresence FindMe Cisco TMSPE version 1.2

User Guide  
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## Getting started

Cisco TelePresence FindMe gives you control over how you are contacted: on any device, at any location, through a single FindMe video address.

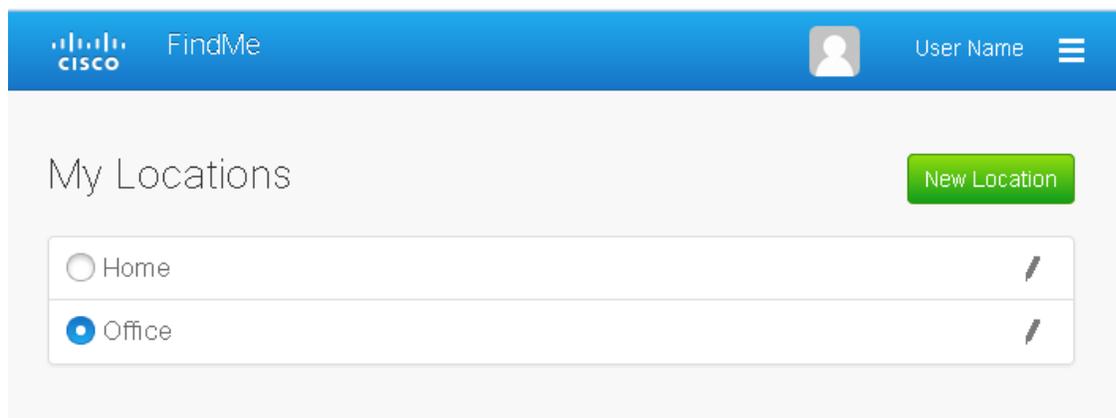
Set up a list of locations such as "Office" and "Home" and associate each location with a prioritized list of devices that callers can reach you on, even when you are on the move.

Supported devices include telepresence endpoints, mobile phones, and voicemail systems. You can also set up rules to redirect calls if devices are busy or unanswered.

For example, set up FindMe to call you on your desktop telepresence endpoint. If there is no answer after 10 seconds, have FindMe divert the call to your mobile phone, or if your desktop endpoint is busy, choose to divert the call to your colleague's endpoint instead.

## Signing in

To start using your organization's FindMe portal, you need a link to the web page, usually provided by your administrator. Open the link with a web browser and sign in.



## Web browsers

FindMe has been tested with:

- Microsoft Internet Explorer 10 and above
- Firefox 29 and above
- Google Chrome 34 and above
- Safari 7 and above for Mac OS X and iPad

Other browsers may work, but are not actively tested and supported.

## Your FindMe video address

Your FindMe video address is the address that people need to use when contacting you for FindMe to forward calls according to the rules you specify.

To see your FindMe video address:

1. Click the menu icon next to your name in the top right corner of the page.
2. Select **Account Settings**.
3. Click **Provisioning**. In the **Provisioning** section, look for the **Video Address** field.



The screenshot shows a 'Provisioning' settings form. It contains three input fields: 'Username' with the value 'username', 'Video Address' with the value 'username@example.com', and 'Telepresence Password' with three dots indicating a masked password. At the bottom of the form are two buttons: a green 'Save' button and a grey 'Cancel' button.

## Setting up your locations and devices

A location in FindMe is a set of call forwarding rules that apply to a specific location, such as home or office, or situation, such as being on travel or only wanting emergency calls.

A device must be reachable by video address or phone number. It can be a telepresence endpoint, a FindMe video address for another person or group, a telephone, or a voicemail system. For each location, you must specify the devices to use:

- *Initial*: try this device or these devices first.
- *If busy*: if the initial device is busy, try this instead.

- *If no answer*: if there is no answer on the initial device(s), try this instead. Note that if you have any sort of auto answer feature or voicemail active on your *Initial* device, the call will be considered as answered and not forwarded.

FindMe will start working automatically once you have a location with a minimum of one initial device set up.

Your administrator may have created locations with default behavior for you and may also have set limitations on which parts of your setup are available for editing.

### Selecting your preferred devices

If the required locations and devices have been set up by your administrator, but you want to change the order of preferred devices for a location, do the following:

1. From the **My Locations** page, open the location that you want to modify by clicking the **Edit** button (pen icon).

2. Use the check boxes to select which device or devices should be initial, meaning the first to ring when this location is active, and which devices should be attempted if the initial device is busy or unanswered. A minimum of one initial device is required. *Busy* and *No Answer* devices are optional.

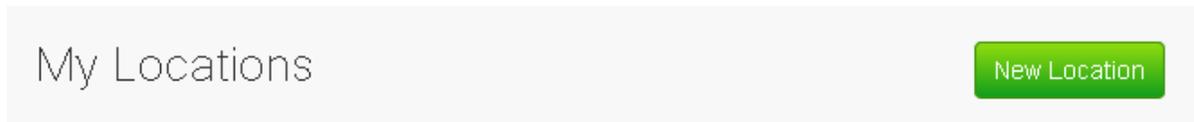
Device Name	Address/Number	Type	Initial	If Busy	If No Answer
ex90	username.ex90@example.com	Video E...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mobile	0491570156	Mobile ...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
jabber video	user.jabbervideo@example.com	Laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. If additional devices are needed, click **New Device** below the list of devices. A new line is displayed at the bottom of the list of existing devices.
  3. Add a device name and one of the following:
    - **A video endpoint address.** The endpoint could be a physical video phone on your desk or a program like Cisco Jabber Video for TelePresence. The video endpoint address may take different formats, but usually looks like an email address.
    - **A telephone number** with any additional codes such as international dialling codes or special prefixes assigned by your system administrator.
  4. Click the drop-down arrow and select a device type.
3. Click **Save**.

### Adding a location

If you want to add a location to your FindMe setup:

1. On the **My Locations** page, click the **New Location** button.



2. On the **New Location** page, enter a display name of your choosing for the new location, and select whether this will be your currently active location when you save.

3. If additional devices are needed, click **New Device** below the list of devices. A new line is displayed at the bottom of the list of existing devices.
4. Add a device name and one of the following:
  - **A video endpoint address.** The endpoint could be a physical video phone on your desk or a program like Cisco Jabber Video for TelePresence. The video endpoint address may take different formats, but usually looks like an email address.
  - **A telephone number** with any additional codes such as international dialling codes or special prefixes assigned by your system administrator.
5. Click the drop-down arrow and select a device type.

6. Repeat the steps above for as many additional devices as needed.

### New Location

Details

Name:

Current location

Ring duration before ringing No Answer devices:

Devices

Device Name	Address/Number	Type	Initial	If Busy	If No Answer	
<input type="text" value="ex90"/>	<input type="text" value="username.ex90@example.com"/>	Video E... <input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text" value="mobile"/>	<input type="text" value="0491570156"/>	Mobile ... <input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text" value="jabber video"/>	<input type="text" value="user.jabbervideo@example.com"/>	Laptop <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>

7. Use the check boxes to select which device or devices should be initial, meaning the first to ring when this location is active, and which devices should be attempted if the initial device is busy or unanswered. A minimum of one initial device is required. *Busy* and *No Answer* devices are optional.
8. Click **Save** to create the location, save any new devices and their configurations, and return to the **My Locations** page where you will see your new location listed.

### My Locations

Home

Office

Note that once you have added a device to one of your locations, it becomes available for selection in all of your existing locations and any new locations that are added.

## Keeping your FindMe profile up to date

FindMe starts working as soon as at least one location with one initial device exists. Note that the forwarding rules can only work effectively if you:

- Set your active location on a regular basis, provided you have more than one location.
- Make sure to edit devices and locations if your work situation or set of available devices changes.

## Setting your active location

When you have set up your devices and location details, indicate your current active location. If only one location exists, this will automatically be used as the active location.

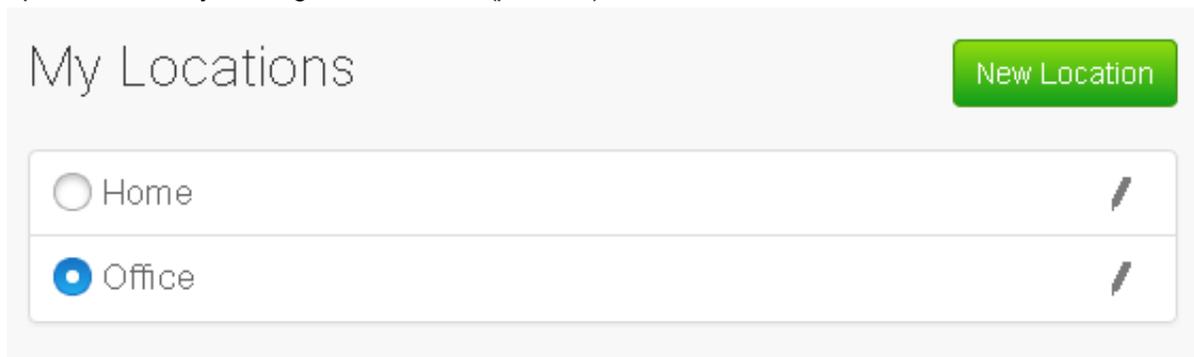
Click the radio button next to the location you want active:



## Editing or deleting devices

If you need to modify the details for an existing device:

1. Open a location by clicking the **Edit** button (pen icon).



2. You can now modify any fields that are active for editing.

New Location

Details

Name:

Current location

Ring duration before ringing No Answer devices:

Devices

Device Name	Address/Number	Type	Initial	If Busy	If No Answer	
<input type="text" value="ex90"/>	<input type="text" value="username.ex90@example.com"/>	Video E... ▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="text" value="mobile"/>	<input type="text" value="0491570156"/>	Mobile ... ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input type="text" value="jabber video"/>	<input type="text" value="user.jabbervideo@example.com"/>	Laptop ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If some devices were set up by your administrator, you may not be allowed to modify the address or number for these details yourself.

3. To delete a device completely, click the **Delete** button (X icon) at the right end of the line.
4. Click **Save**.

## Deleting locations

To delete an existing location:

1. Click the pen icon next to the location to edit it.



## 2. Click **Delete**.

### New Location

**Details**

Name:

Current location

Ring duration before ringing No Answer devices:

**Devices**

Device Name	Address/Number	Type	Initial	If Busy	If No Answer	
<input type="text" value="ex90"/>	<input type="text" value="username.ex90@example.com"/>	Video E... <input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="x"/>
<input type="text" value="mobile"/>	<input type="text" value="0491570156"/>	Mobile ... <input type="button" value="v"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="x"/>
<input type="text" value="jabber video"/>	<input type="text" value="user.jabbervideo@example.com"/>	Laptop <input type="button" value="v"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="x"/>

Note that if you delete your currently active location without activating another location, people will not be able to reach you on your FindMe ID.

## Changing your provisioning password

Your provisioning password is the password you use when signing in to provisioned devices such as EX60, E20, or Jabber Video.

Note that if your standard Windows username and password are used for Jabber Video, your organization is most likely using single sign-on, and changing this setting will have no effect.

To change the password:

1. Click the menu icon next to your username in the upper right corner of the FindMe screen.
2. Select **Account Settings**.

3. In the **Provisioning** section, update the **TelePresence Password** field.



The screenshot shows a 'Provisioning' form with the following fields and buttons:

- Provisioning** (Section Header)
- Username:**
- Video Address:**
- Telepresence Password:**
- Save** (Green button)
- Cancel** (Grey button)

4. Click **Save**.

The password change will take effect immediately.

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