Cisco TelePresence FindMe
Cisco TMSPE version 1.0

User Guide
April 2012

Contents

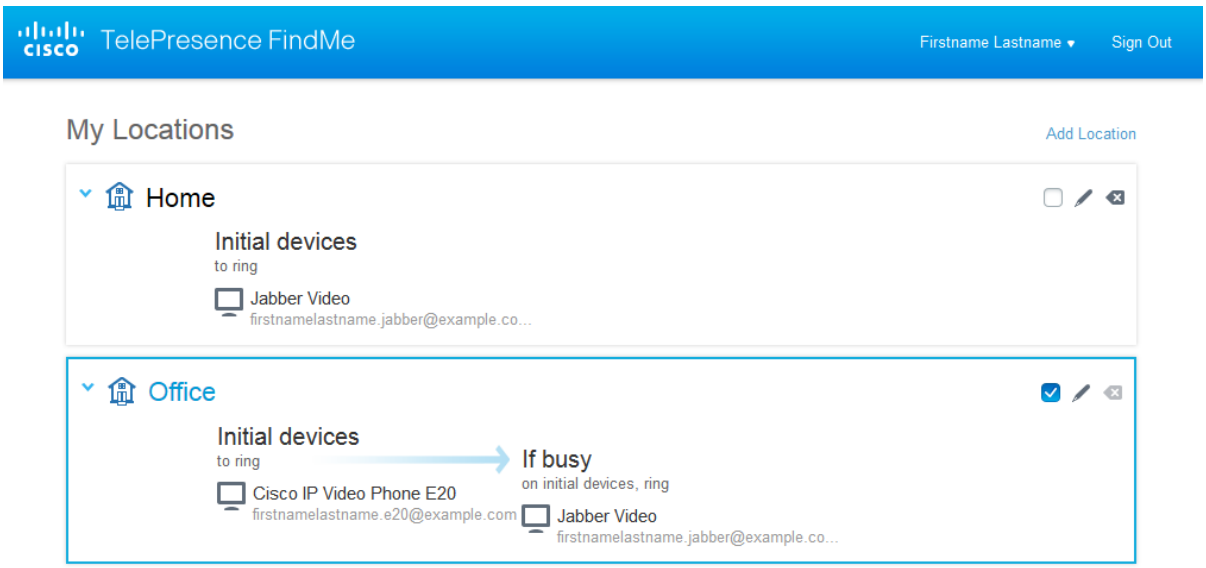
Getting started 1
Keeping your FindMe profile up to date 6
Changing your provisioning password 8

Getting started

Cisco TelePresence FindMe gives you control over how you are contacted: on any device, at any location, through a single FindMe ID. 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're on the move.

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

For example, 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 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 will need a link to the web page, usually provided by your administrator. Open the link with a web browser and sign in.

Supported browsers

Supported web browsers include:

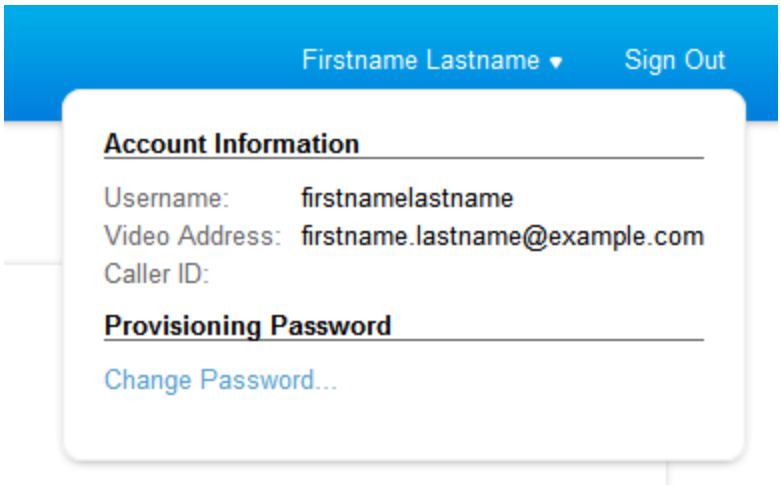
- Microsoft Internet Explorer 7.0 or later
- Firefox 3.6 or later

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, click the drop-down arrow next to your name in the top right corner of the page.



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 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.

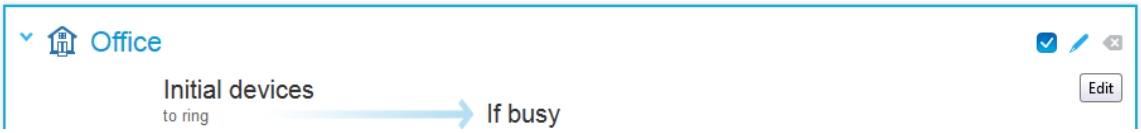
FindMe will start working automatically once you have a location with a minimum of one initial device set up.

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.

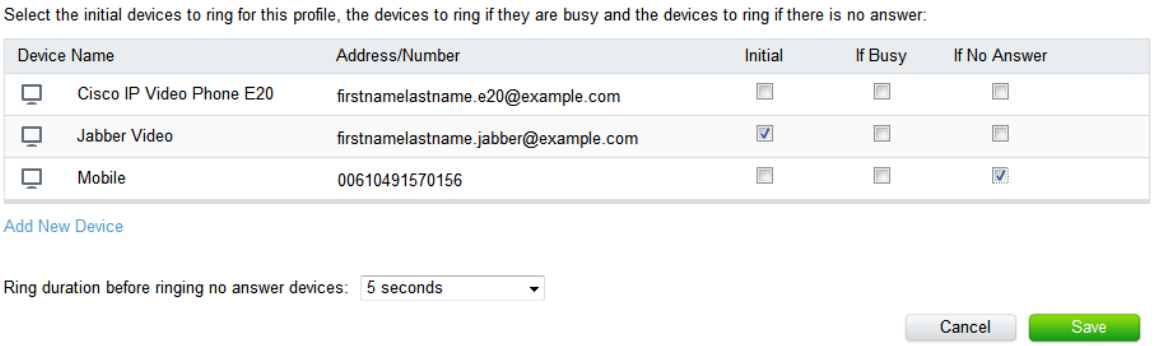
Selecting your preferred devices

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. 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.



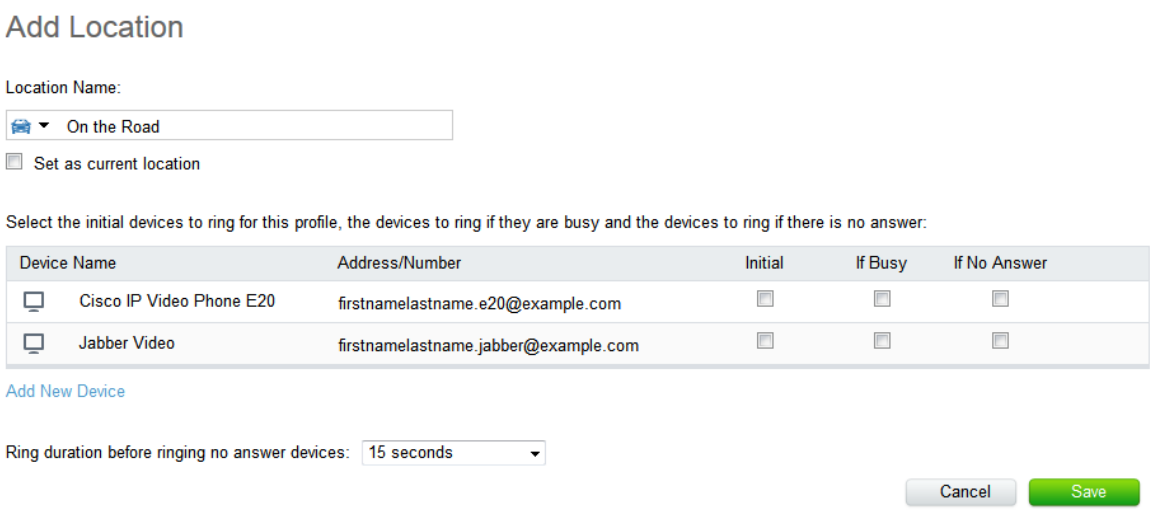
3. Click **Save**.

Adding a location

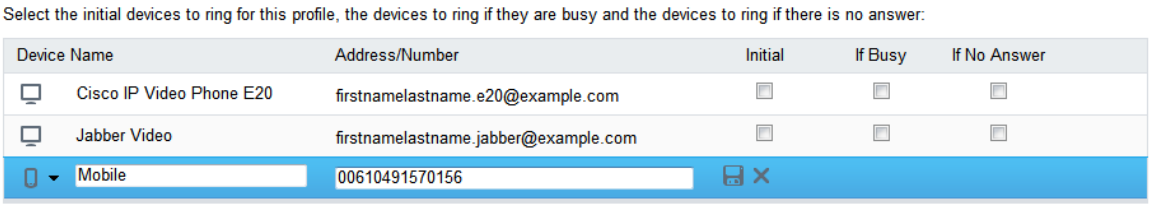
If you want to add a location to your FindMe setup:

1. Click the **Add Location** link to the right above the listing of existing locations.

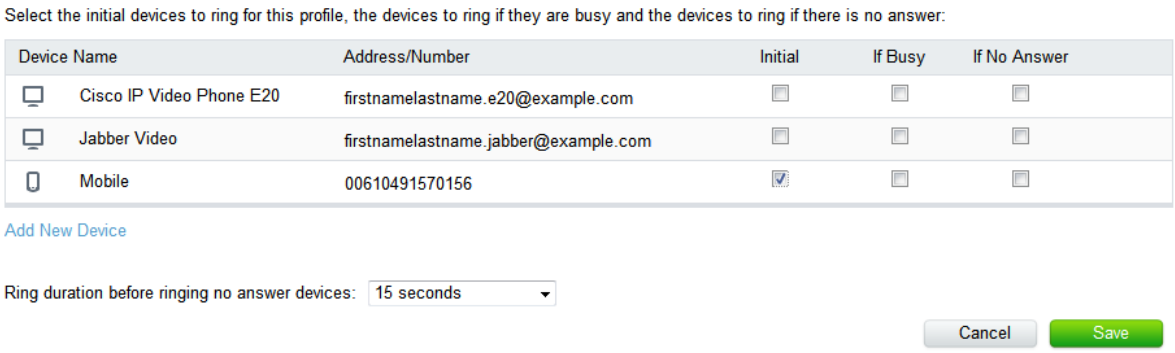
2. On the **Add Location** page, enter a display name of your choosing for the new location. You may also use the drop-down arrow next to the input field to select an icon to represent the location, such as a home or office location, or a train or car for a travel situation.



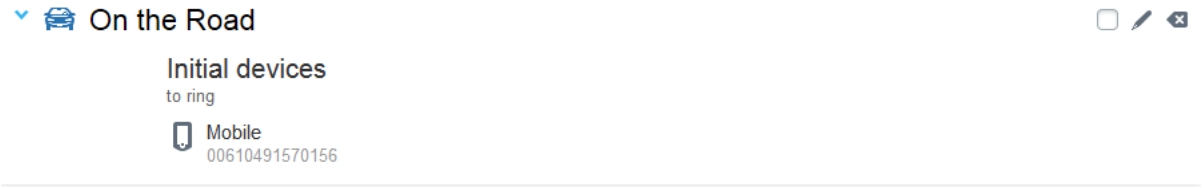
3. If additional devices are needed, click **Add New Device**. A new line is displayed below any existing devices.



4. Add a display name for the new device 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 an icon to represent the device.
6. Click the **Create Device** button (save icon). Repeat these steps for as many additional devices as needed.

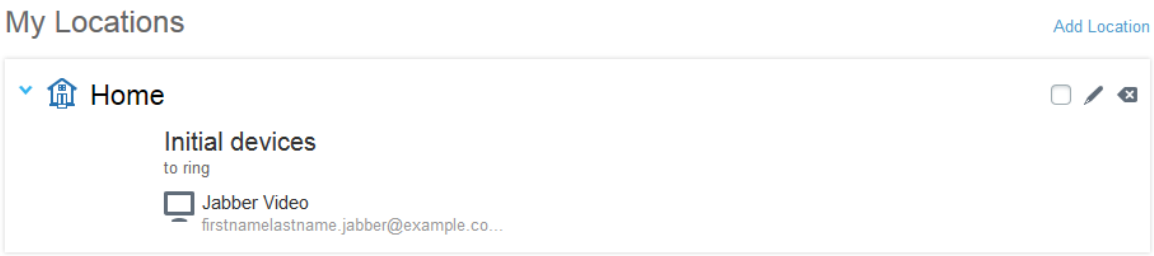


7. Use the check boxes to select which device or devices should be initial, meaning the first to ring when this location is active, and which devices should be attempted if the initial device is busy or unanswered. A minimum of one initial device is required. *Busy* and *No Answer* devices are optional.
8. Click **Save** to create your location and return to the **FindMe Locations** page. You will see your new location and a brief summary of how it handles calls.



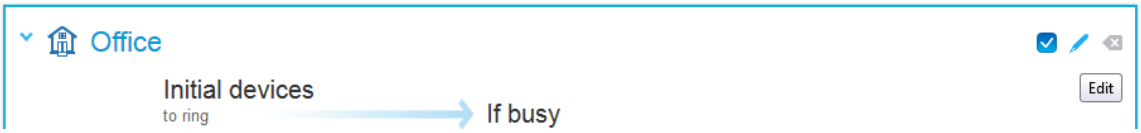
Note that once you have added a device to one of your locations, it becomes available for selection in all of your existing locations and any new locations that are added.

Adding a device to an existing location

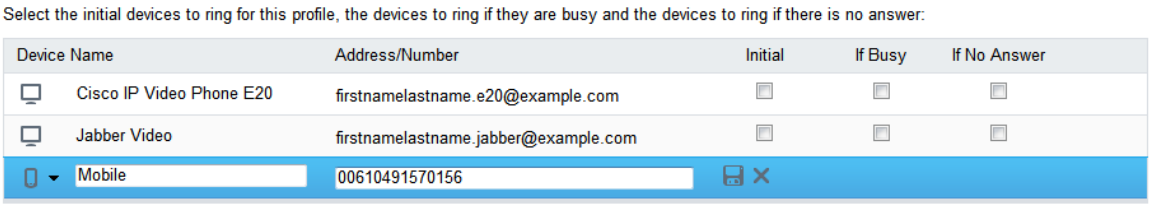


If you want to include a device that is not listed in your existing locations:

1. Open the location you want to modify by clicking on its pen icon. The **Edit Location** page opens.

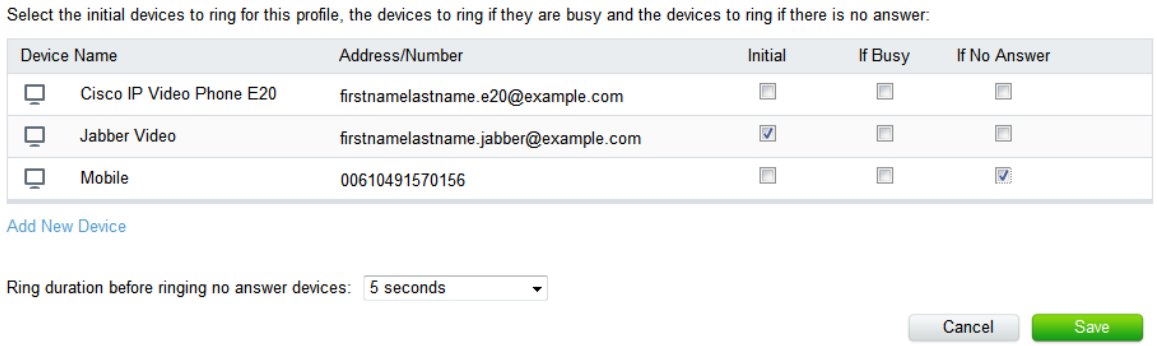


2. On the Edit Location page, click **Add New Device** below the device listing. A new line is displayed below the existing devices.

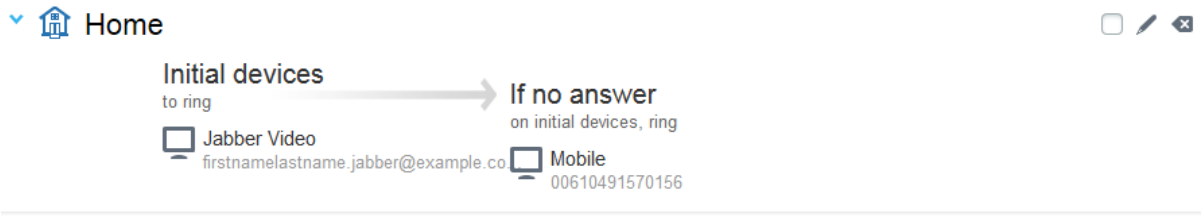


3. Add a display name for the new device and one of the following:
   - **A video endpoint address**. The endpoint could be a physical video phone on your desk or a program like Cisco Jabber Video for TelePresence. The video endpoint address may take different formats, but usually looks like an email 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 an icon to represent the device.

5. Click the **Create Device** button (save icon). Repeat these steps for as many additional devices as needed.



6. 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.
7. Click **Save** to create your location and return to the **FindMe Locations** page. You will see your new location and a brief summary of how it handles calls.



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

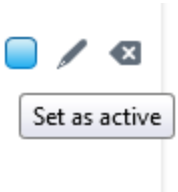
FindMe starts working as soon as at least one location with one initial device exists. Note that the forwarding rules can only work effectively if you:

- 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.

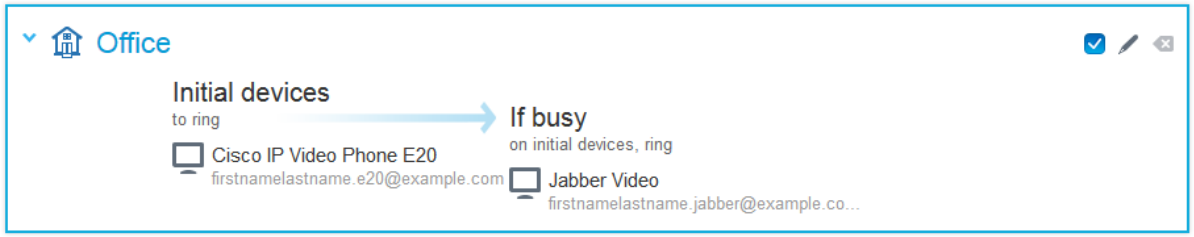
Setting your active location

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.

Check the location's *Active* check box to set it to active:



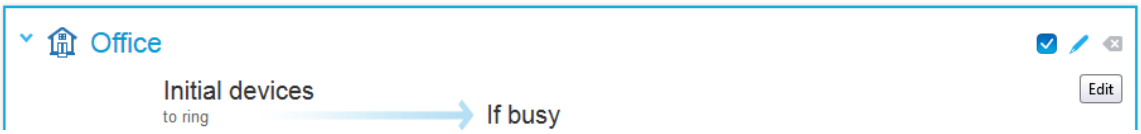
The current active location is indicated by a blue border:



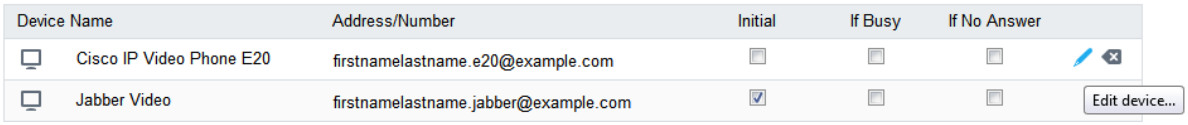
Editing or deleting devices

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

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



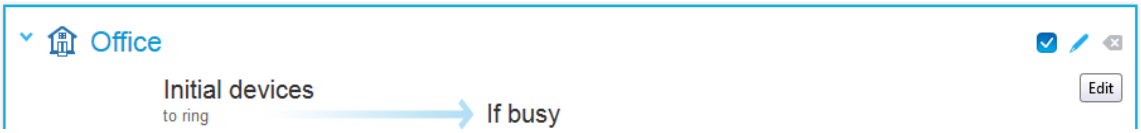
2. Hover the line of the device you want to change details for, and click the **Edit device...** button (pen icon) at the very right.



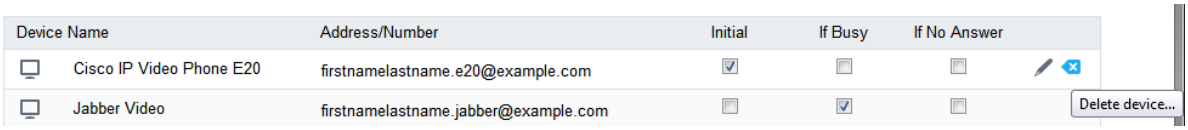
3. You can now modify any fields that become active for editing. If some devices were set up by your administrator, you may not be allowed to modify the address or number for these details yourself.

To delete the device completely:

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



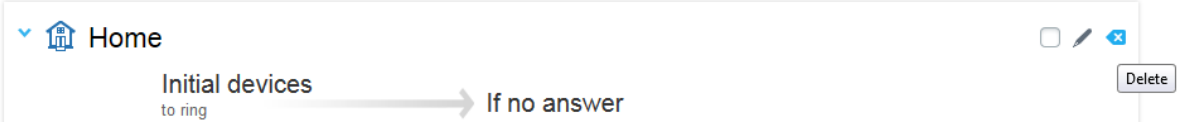
2. Hover the line of the device you want to delete, and click the **Delete button** (X icon) at the very right.



Deleting locations

To delete an existing location:

1. Make sure the location is not currently active, or you will not be able to delete it.
2. Click the **X** at the right end of the location listing.

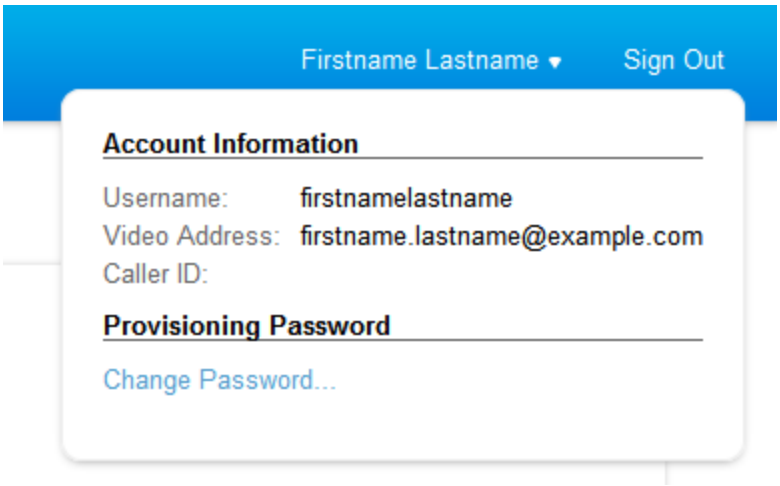


Changing your provisioning password

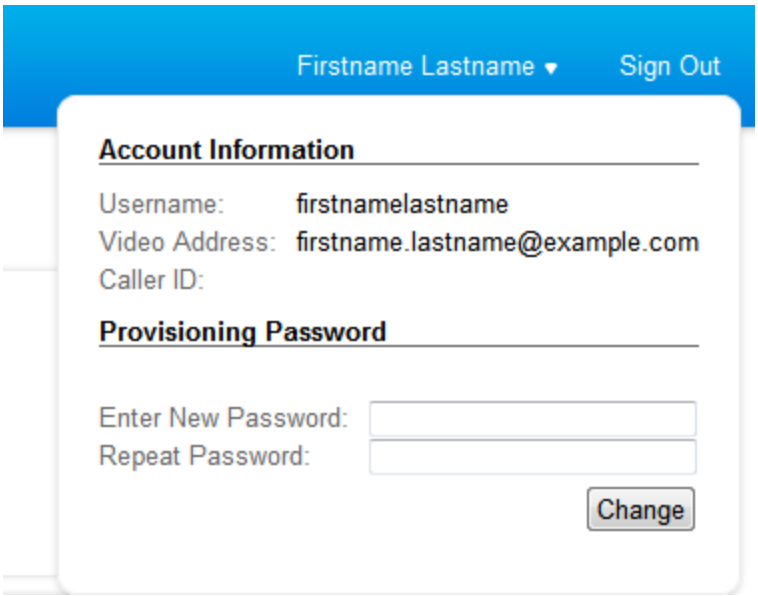
Your provisioning password is the password you use when signing in to provisioned devices such as E20 or Jabber Video. Note that if your standard Windows username and password are used for Jabber Video, your organization is most likely using single sign-on, and changing this setting will have no effect.

To change the password:

1. Click the arrow next to your name to make the menu drop down.



2. Click **Change Password...**. Two input fields are displayed.



3. Enter the desired new password in both input fields.
4. Click **Change**.

The password change will take effect immediately.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.