

FMFM Users Guide

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Overview

The Find Me Follow Me (FMFM) facility allows you to easily define how you want the phone system to route your calls as a function of day and time. For example you might use FMFM to have your calls

- First ring your desk phone for 10 seconds, then
- Your cell phone for 20 secs and finally
- Go to voicemail.

This is a common example of how FMFM is used, but it is capable of much more. You can even create support groups from it if needed. This note will provide you with an understanding of how to flexibly route your calls to meet your needs.

The Basics

A typical arrangement is shown in the screenshot below. There are three key component parts to FMFM:

- A **Time Interval** is a means for dividing up the week.
 - Within each Time Interval you can define how you want calls to be routed.
 - Time Intervals define days which can be "allWeek", "weekDay", or "weekEnd" and Start and End times
- A **Ring Interval** is a period within a Time Interval that provides for
 - The ringing of from one to three phones for a defined number of seconds.
 - When a Ring Interval times out, we move to the next Ring Interval in the list OR
 - To the No Answer option.
- The **No Answer** option provides for the call to go to either
 - Voice mail, or
 - Have a predefined track played to the caller.

The screenshot displays the FMFM configuration interface. At the top, there are tabs for FMFM1, FMFM2, Phones, VMail, Contacts, and Exec. The main area is divided into two sections for Time Interval 1 and Time Interval 2. Time Interval 1 is set for weekDay from 8AM to 6PM. It contains two ring intervals: the first rings Phone 1 (2318) for 10 seconds, and the second rings Phone 1 (2318) and Phone 2 (7175657000) for 30 seconds. If no answer, the call goes to VM2318. Time Interval 2 is set for weekEnd from 12AM to 12AM, ringing Phone 1 (7175657000) for 10 seconds. If no answer, the call goes to VM2318. At the bottom, there are buttons for ACTIVE, Save, and Add Interval. On the left side of the screenshot, there are labels: 'Time Interval #1' (green), 'Ring Interval #1' (red), 'Ring Interval #2' (yellow), and 'No Answer Opt.' (blue).

In the example above we will assume that 2318 is the extension number of the user's desk phone, and 717-565-7000 is their cell phone. Given this then

- On weekdays between 8AM and 6PM incoming calls will
 - Ring the desk phone 2318 for 10 secs, if there is no answer then
 - Ring the desk phone 2318 AND the cell phone 717-565-7000 for 30 seconds, if no answer there then
 - Send the call to VM2318 ie voice mail box 2318 .
- Outside of 8AM through 6PM we have no "Time Interval" defined and so in the event of no Time Interval defined the phone system will always
 - Ring your desk phone (ie 2318) for 20 secs and if no answer
 - Send the call to voicemail (ie VM2318)
- On weekends calls will always be sent to 717-565-7000, ie the cell phone.
 - **Note that if the start and stop times are the same on a "Time Interval" this is interpreted to mean all the time, ie 24 hours a day.**

Activating and Switching FMFM

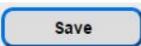
You will notice that there is an FMFM1 and an FMFM2 tab. These allow you to have two different setups that are easy to switch between, or turn off. You might use FMFM1 for you normal, everyday setup and FMFM2 for when you go on vacation, or attend a conference. Pressing the activate button in the bottom left will toggle the state of that FMFM from active to inactive and the reverse.

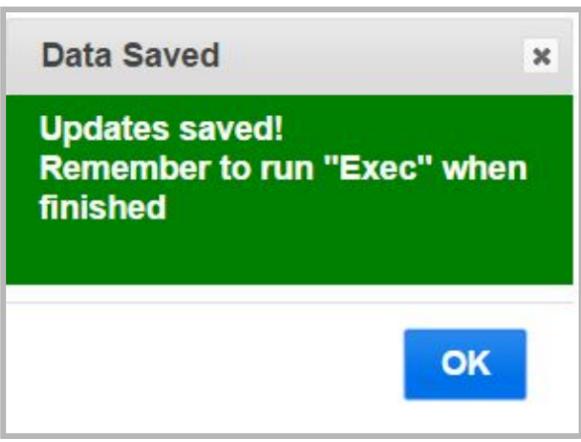
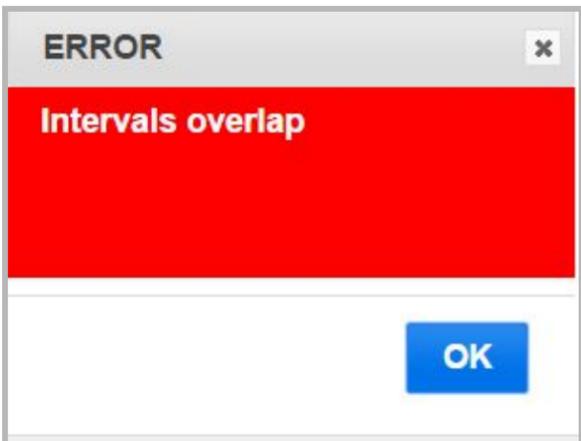
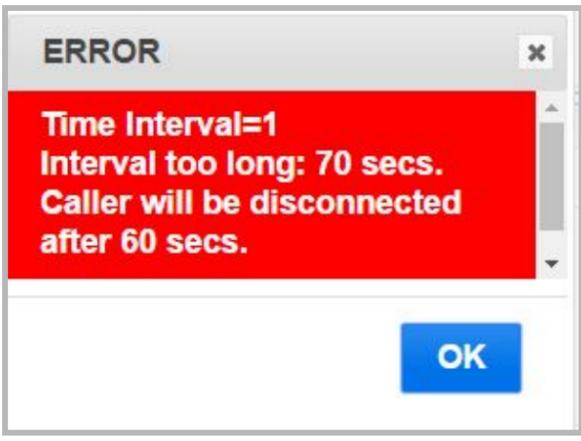
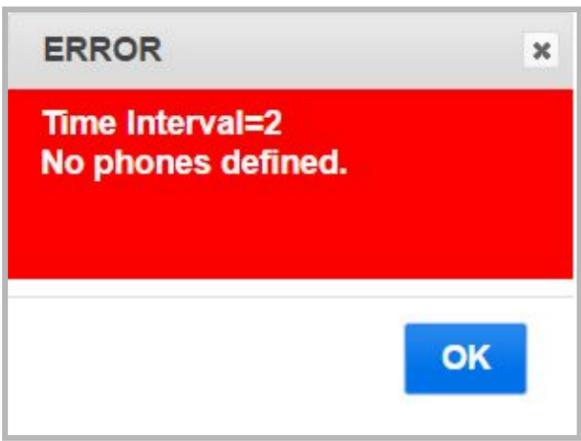
Modifying FMFM

The interface makes it simple for you to modify FMFM to create whatever you need as follows

- **Add Time Intervals** by pressing this button  in the bottom right. The fill out the new Time Interval as needed.
 - Make sure that Time Intervals do not overlap, otherwise you will get an error flagged.
- **Delete Time Intervals** by clicking on the small button to the left of the Time Interval title.
- **Add Ring Intervals** by pressing the long “Add Ring Interval” button.
 - The system will replicate the last Ring Interval, which you can then modify to meet your needs.
- **Delete Ring Intervals** by clicking on the checkbox in the “Del” column
 - You cannot delete the first Ring Interval as there must always be at least one phone to ring.
- **Add External Phone Numbers** to the phones drop down menu.
 - Click on the “Phones” tab (*next to FMFM2*) and add them to the “Additional FMFM Numbers” table.

Saving FMFM

When you are done making changes to FMFM press the  button , usually you will get the green “Data Saved” dialog box, however if you get a red “Error” dialog box the chart below tells you what the problem is and what needs to be done to fix.it.

<p>Everything checked out OK and the configuration was saved. Remember to click on the “Exec” tab and the press this button to implement the changes on the phone system.</p> <div style="text-align: center; border: 2px solid yellow; padding: 10px; width: fit-content; margin: 0 auto;"> <p>Press to implement changes</p> </div>	 <p>A dialog box titled "Data Saved" with a green background. The text inside says "Updates saved! Remember to run 'Exec' when finished". There is an "OK" button at the bottom right.</p>
<p>You have at least two Time Intervals that overlap. Change the Days and/or Start/End times to ensure there is no overlap in your configuration.</p> <p>For example if: Time Interval #1 was allWeek, 8AM to 5PM Time Interval #2 was weekEnd 12AM to 12AM</p> <p>Then you would get this error. You could fix it by changing</p> <p>Time Interval #1 to weekDay,8AM to 5PM</p>	 <p>An "ERROR" dialog box with a red background. The text says "Intervals overlap". There is an "OK" button at the bottom right.</p>
<p>Callers will get disconnected by most carriers if the phone is not answered within 60 secs (<i>actually most callers will hang up well before 60 secs have elapsed</i>). The error is telling you to reduce the “Ring” times in Time Interval 1 (in this example) so that they add up to no more than 60 seconds.</p>	 <p>An "ERROR" dialog box with a red background. The text says "Time Interval=1 Interval too long: 70 secs. Caller will be disconnected after 60 secs.". There is an "OK" button at the bottom right.</p>
<p>You have created a Ring Interval in Time Interval 2 (in this example) that has no phones defined, ie Phone 1, Phone 2 and Phone 3 are all showing "--". There needs to be at least one phone defined in the Ring Interval.</p>	 <p>An "ERROR" dialog box with a red background. The text says "Time Interval=2 No phones defined.". There is an "OK" button at the bottom right.</p>

More Advanced Techniques

Use of “Call Screening”

The “Screen” column in the Ring Intervals can be enabled if you want an announcement from the phone system to precede the reception of the call itself, it works like this

- A call comes to your phone and you can see the caller ID.
- You answer the call and the phone system will announce an outside caller and give the option of accepting the call or not.
 - If you accept the call then you are connected to the caller immediately
 - If you do not accept the call then the caller is routed to voicemail.
- The default for screen is “off”.

Playing a Track Instead of Routing to Voicemail

There are some instances where a user or group does not have voice mail. Examples would include phones in lobbies, conference rooms, even nurses stations and the like (nurses are too busy to pick up voicemail). In these instances it is often more useful to play a track such as: “There is nobody available to answer your call, please try again later”.

The tracks listed on the “No Answer” drop down menu are created by the system administrator in the main system configuration interface. If the track you wanted is listed then just selected and save. If not then ask your administrator to create it for you.

Creating a Support Group

Sometimes a Hunt Group is overkill for many tasks and FMFM can be used instead. For this example assume we have a receptionist on extension 2318 that needs to needs “backup” from co-workers on extensions 2310 and 2306. The example below illustrates how a call can be fanned out to support staff.

Time Interval 1					
Days: <input type="text" value="weekDay"/>					
Start: <input type="text" value="8AM"/> End: <input type="text" value="5PM"/>					
Del	Ring	Screen	Phone 1	Phone 2	Phone 3
	<input type="text" value="10 secs"/>	<input type="text" value="no"/>	<input type="text" value="2318"/>	<input type="text" value="--"/>	<input type="text" value="--"/>
<input type="checkbox"/>	<input type="text" value="10 secs"/>	<input type="text" value="no"/>	<input type="text" value="2318"/>	<input type="text" value="2310"/>	<input type="text" value="--"/>
<input type="checkbox"/>	<input type="text" value="10 secs"/>	<input type="text" value="no"/>	<input type="text" value="2318"/>	<input type="text" value="2310"/>	<input type="text" value="2306"/>
Add Ring Interval					
If NO ANSWER then			<input type="text" value="VM2318"/>		

Time Interval 2					
Days: <input type="text" value="weekDay"/>					
Start: <input type="text" value="5PM"/> End: <input type="text" value="8AM"/>					
Del	Ring	Screen	Phone 1	Phone 2	Phone 3
	<input type="text" value="10 secs"/>	<input type="text" value="no"/>	<input type="text" value="2318"/>	<input type="text" value="--"/>	<input type="text" value="--"/>
Add Ring Interval					
If NO ANSWER then			<input type="text" value="VM2318"/>		

It works like this:

- Time Interval 1 defines operation for normal business hours of 8AM to 5PM, in this period incoming calls:
 - First ring 2318 for 10 secs. If the receptionist is busy, away from their desk etc and does not answer in this first Ring Interval, then ..
 - The call moves to second Ring Interval where 2318 continues to ring and so does 2310,if neither of these phones is answered then ...
 - The call moves to the third Ring Interval where 2318, 2310 and 2306 are all ringing simultaneously. In the unlikely event that none of the people picks up the phone then ...
 - The call moves to voice mail OR one could play a track.
- Time Interval 2 defines operation for out of business hours of 5PM to 8AM, in this period incoming calls
 - First ring 2318 in the off chance that someone is around, but after 10 seconds ..
 - The caller is sent to voicemail OR a track is played

This example illustrates how FMFM can be used not so much to meet the personal schedule of an employee, but creates a support group with an ever expanding number of phones ringing to ensure that someone is contacted to answer the call.