

# Find-me/follow-me

## One-number access is back — and it's much smarter

Long-gone are the days when your typical customer or prospect could be reached in only one physical location. When you take into account corporate headquarters, satellite offices, softphones, cell phones, remote IP phones, and home phones, the average worker is rarely more than a few inches from a phone. This unprecedented level of accessibility comes with downsides, however. It can be incredibly challenging to keep track of all one's numbers and extensions, manage who has access to which numbers, and carve out a few minutes to think straight. It's the rare person in business who hasn't wondered: *Wouldn't it be nice to go back to the days of just one business phone number?*

ESI's **IP Server 900** business communications system has a feature developed around just this desire: it's called **find-me/follow-me**. This feature lets users relive the ease of, indeed, having just one phone number — while retaining the flexibility of constant, "anywhere" access.

ESI's find-me/follow-me feature lets an IP Server 900 user hand out a single phone number to one's business contacts while specifying in the system several other phones at which the user can be reached. The system will try the user at each number, in the order the user chooses, until he/she answers (or it runs out of numbers to try). If the user can't be located, his/her caller will be sent to the business line's voice mailbox to leave a message. Best of all, the IP Server 900 user can tell the system when **not** to use these numbers, allowing some quiet time!

## Requirements and configuration

The find-me/follow-me feature is available on any IP Server 900. The IP Server 900 lets the user specify up to five stored phone numbers. The numbers can be internal or external; external numbers must be entered with the external access code (e.g., 9-555-123-4567), and the System Administrator may restrict usage of external numbers. Each time an incoming CO call rings to one of the stored external phone numbers, a second CO line will be used.

In addition to setting the list of numbers, the user can also set a priority for the order in which the numbers will be attempted. Finally, the user can set the number of rings that will occur before the system considers the call unanswered. If the user can't answer a call at the business line or any of his/her stored destinations, the system sends the caller to the user's voice mailbox to leave a message. Because the caller is waiting the entire time the system is attempting to find the user, find-me/follow-me should be used thoughtfully.

Find-me/follow-me will respect the **quiet time** settings of the user's station, and will disable itself during the specified hours so the user can relax; during this time, callers will be sent directly, without waiting, to the user's voice mailbox.

For information on programming find-me/follow-me, quiet time settings, or other station configuration options, consult the *IP Server 900 User's Guide* (ESI # 0450-1306).

---

### About ESI

*ESI (Estech Systems, Inc.) designs and manufactures high-performance phone systems for businesses and organizations. ESI uses advanced technology to design IP and digital communications systems that integrate built-in capabilities, advanced features, and highly differentiated applications into flexible products that are easy to use and keep employees productive. ESI has sold over 250,000 business communications systems through hundreds of factory-trained Certified Resellers. Founded in 1987, ESI is a privately held corporation with headquarters in Plano, Texas.*



Copyright © 2012 ESI (Estech Systems, Inc.). Registered trade names mentioned herein are trademarks of their respective owners. ESI systems are protected by various U.S. Patents, granted and pending. **Product appearance, and other details and features described herein, are subject to change without notice.** Some features may not be available at initial release. More information on ESI and its products is available at [www.esi-estech.com](http://www.esi-estech.com).