FOLLOW ME MOBILITY

Users Guide

Welcome
Welcome to being connected wherever you are! Instead of waiting for a call at your desk, the Follow Me Mobility solution (hereafter called FMM) offers you the freedom to work anywhere, anytime. You can receive and make calls from your cell or wireless phone just as if you were sitting in your office.

Terms
For ease of reference, the remainder of this document refers to the following terms:

- The term FMM refers to the set of features offered for cell phone use.
- The term FAC refers to feature access codes used on the PBX
- The term "office phone" refers to a phone like the desk phone in your office.
- The term "cell phone" refers specifically to a cellular or wireless phone.
- The term “station security code” refers to the 5 digit password that will be provided.

Note:
FMM works with any type of wireless or cellular service. With FMM, calls to your office phone are extended to your cell phone. This allows you to receive work-related calls wherever you are and whenever you need to. FMM even provides office caller ID so you know who’s calling before you answer.

Maintaining security
Users are assigned a station security code to prevent unauthorized use of their office phone. If you did not have a station security code at the time your FMM user profile was established, you will be provided a temporary code when your initial service is established. You should receive this code when FMM is activated.

! CAUTION:
Be ware of security issues. For example, while using your FMM-enabled cell phone, if someone picks up your office phone, you will hear a beep tone to alert you that someone has joined the call. If you suspect unauthorized use of your office phone or an FMM-enabled cell phone, end the call immediately. If your cell phone is lost or stolen, change your station security code immediately. Also notify the Network & Telecommunications department at x15666, who can block FMM activity from that phone at the server.

Changing the station security code from your office phone
To change the station security code from your office phone:

2. Dial your 5 digit extension number
3. Press # on your phone keypad.
4. Enter the temporary station security code provided.
5. Press # on your phone keypad.
6. Enter a new 5 digit station security code.
   Press # on your phone keypad. You hear dial tone
7. Re-enter your new 5 digit security code. You hear a confirmation tone indicating your security code has been changed.
8. Hang up to end the call.

*Note:*
If you do not receive a confirmation tone, hang up, verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your IT Service Desk for assistance.

**Changing the station security code remotely**
To change the security code from the mobile device associated with your extension:
3. Dial your 5 digit extension number
4. Press # on your phone keypad.
5. Enter the temporary station security code provided.
6. Press # on your phone keypad.
7. Enter a new 5 digit station security code.
   Press # on your phone keypad. You hear dial tone
8. Re-enter your new 5 digit security code. You hear a confirmation tone indicating your security code has been changed.
9. Hang up to end the call.

*Note:*
If you do not receive a confirmation tone, hang up, verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your IT Service Desk for assistance.

**Enabling FMM using a feature button on your office phone**
You can enable FMM from an administered feature status button on your office phone. For this option to be available, your office phone must support administrable feature buttons, and the Enhanced FMM feature must be enabled by your administrator.

**Enabling FMM using the feature number from your cell phone**
To enable FMM from your cell phone.
1. Dial the FMM "enable" feature number (405) 271-9877. You hear a confirmation tone.

**Enabling FMM using the feature access code from your desk using a FAC**
To enable FMM from your desk phone.
1. Dial the FMM "enable" feature access code (FAC) 227. You hear a dial tone.
2. Press # on your phone keypad.
3. Enter your station security code.
4. Press # on your phone keypad. You hear a confirmation tone indicating FMM is enabled.
5. Hang up to end the call.

Once you’ve enabled FMM, incoming calls placed to your office phone also ring on your cell phone. Unanswered calls are sent to your preferred voice mail system.

If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact the IT Services Service Desk for assistance.

**Disabling FMM**

Use the following procedures to disable FMM from any phone within your office or from any touch-tone phone. You cannot disable FMM when you receive this service through your cellular service provider. When and how often to disable FMM depends upon each individual user. However, you should disable FMM under each of the following circumstances:

- Before turning your cell phone off
- When entering an area where there is no cellular coverage
- When roaming

Doing so allows your office voice mail system, rather than cellular voice mail, to pick up missed or unanswered business calls.

**Disabling FMM using a feature button on your office phone**

You can disable FMM from an administered feature status button on your office phone. When you disable FMM through a feature status button on your office phone, no FAC is required.

**Disabling FMM using the feature number from your cell phone**

To disable FMM from your cell phone, dial the FMM “disable” feature number (405) 271-9878. You hear a confirmation tone.

**Disabling FMM using the feature access code from your desk phone**

To disable FMM from your desk phone.

1. Dial the FMM “disable” feature access code (FAC) 228. You hear a dial tone.
2. Press # on your phone keypad.
3. Enter your station security code.
4. Press # on your phone keypad. You hear a confirmation tone indicating FMM is disabled.
5. Hang up to end the call.

**Note:**

If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact the IT Services Service Desk for assistance.

Once you’ve disabled FMM, incoming calls placed to your office phone do not ring on your cell phone. Unanswered calls are sent to your office voice mail system.
Receiving and making calls
After FMM is enabled, you can begin receiving calls to your office phone on your cell phone.
FMM works wherever your cell phone currently works. You may lose cell phone calls because of poor reception.

Incoming calls
Calls to your office phone ring at both your office phone and your cell phone.

Caller ID for incoming calls
If your cell phone offers caller ID, the phone number of the party calling your office phone displays on your cell phone. The display may reflect the full 10-digit phone number of the caller. For inter-office calls, the display may reflect either the full 10-digit phone number or an extension number having fewer than 10 digits.

Some cell phone networks pass only 10-digit caller IDs, while other networks are more flexible. Those that pass only 10-digit numbers may prevent you from receiving inter-office caller IDs having fewer than ten digits (for example, a 4-digit extension). Ask your system administrator if 10-digit numbers can be administered, and/or check with your cellular service provider for more information on caller ID support.

Making calls that send caller ID
FMM provides an office caller ID feature. This feature allows your cell phone to look like your office phone when making calls to other parties connected to your office phone system. Your telecommunications coordinator can administer your cell phone to send office caller ID. When administered this way and you call parties who share your office phone system, their display shows your name and office phone number, not your cell phone number.

Call waiting
If your cell phone supports call waiting, a second incoming call to your office number is delivered to your cell phone even if your cell phone is currently in use. You can answer the second call, switch between the two calls, or conference the calls. For cell phones, these features operate as described in your cell phone documentation and do not involve FMM.

Switching from your cell phone to your office phone
Because FMM allows your cell phone to function as an extension of your office phone, you can switch between the two phones when you are in the office. For example, you enable FMM on your cell phone before leaving for work and receive a call on the way. The call continues as you arrive at your office and proceed to your desk. At that point you’d like to use your office phone to continue the call (this saves additional cell phone charges).

This procedure applies to incoming calls picked up on your cell phone when FMM is enabled. This procedure also applies to outgoing calls if you have an FMM cell phone that sends office caller ID. Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to the office phone while you are on your cell phone with an FMM call:

1. Pick up the office phone’s handset or turn the speaker on.
2. Press the lighted “call appearance” (line indicator) button on your office phone that shows the line that is currently in use. You are now connected to the existing call.
3. Disconnect your cell phone from the call by pressing the appropriate “end call” button on your cell phone.
4. Continue speaking using your office phone handset or speaker.
Switching from your office phone to your cell phone

To switch to your cell phone while you are on your office phone with an FMM call:

1. Turn on your cell phone.
2. Extend the call to your cell phone in one of these two ways:
   - Press the Extend Call button on your office phone (if your office phone supports this feature)
   or
   - From your cellular phone, dial the Active Appearance Select FMM (405) 271-9874 to extend the call to your cell phone.
3. Hang up your office phone.
4. Continue speaking using your cell phone.

Voice Mail

Unanswered office calls are usually routed to your office voice mail after a predetermined number of rings. If your cellular service provider offers voice mail, you can use FMM to default unanswered calls to your preferred voice mail system. You should set the number of rings before answering so your preferred voice mail system (office or cellular) picks up unanswered calls before the other system does.

Be aware that an unanswered call could sometimes result in a message in either system’s voice mailbox.

Using office voice mail to receive your messages

To receive voice messages through your office voice mail system, your cellular service provider’s voice mail feature must be set to ring longer than your office voice mail system. For example, if your office voice mail system automatically picks up an unanswered call on the third ring, you should set your cell phone’s voice mail system to pick up unanswered calls on the fourth or fifth ring. This ensures that your office voice mail system will pick up all unanswered calls before your cellular voice mail system does.

If you cannot set the number of rings on your cell phone yourself, your cellular service provider can assist you. Before contacting your cellular service provider, be sure to identify the number of unanswered rings it takes for your office calls to be sent to your office voice mail system. When you contact your cellular service provider, request that the number of unanswered rings (or rings before going to cellular voice mail) be greater than the number required to send office calls to your office voice mail system. For example, if your office calls are sent to your office voice mail after four rings, ask your cellular service provider to set your unanswered call coverage path to no less than five rings. If you are using your cell phone exclusively for business purposes, your cellular service provider can disable your cellular voice mail so that all messages go to your office voice mail.

FMM and your office voice mail system

If you have a cell phone that sends office caller ID, messages that you leave by an FMM call on your office voice mail system are identified by your office number. When your cell phone does not send office caller ID, your call is identified by your cell phone number.

When you have an FMM cell phone that sends office caller ID, you can access your office voice mail system the same way you would from your office phone.
Cellular Voice Mail Avoidance feature
When FMM is enabled, an unanswered call terminates either at your office voice mail or at your cellular voice mail. Most cellular service providers route calls automatically to their own voice mail systems when a cell phone is turned off or out of a coverage area. The Cellular Voice Mail Avoidance feature recognizes when the cellular voice mail automatically covers a call. The Avoidance feature can prevent calls from being routed automatically to your cellular voice mail. Another good practice is to disable FMM before shutting off your cell phone which prevents work-related calls from being automatically routed to your cellular voice mail. Incoming calls to your office number will then be routed to your office voice mail, while personal calls will continue to be picked up by your cellular voice mail.

Excluding others from an FMM call
You can walk into your office while on your cell phone (on an FMM), and press the line appearance button on your office phone to continue the conversation on your office phone. However, anyone else could walk into your office and press the line appearance button to listen to your conversation.
To prevent this, an Exclusion feature is available. The Exclusion feature can be manually activated either by a feature button on your office phone, or by dialing a specific Feature Number Extension (FNE) from a cell phone.
Normally, a user may be active on the same call on the office phone and on a cell phone. When the Exclusion feature is activated, this operation is blocked. If both the office phone and the cell phone are active on a call, whichever one activates the Exclusion feature will knock the other (as well as any bridges) off the call.
The Exclusion feature applies only to an active call. Once the call is terminated, the Exclusion feature is disabled.

Activating the Exclusion feature using a feature button on your office phone
To activate the Exclusion feature from a feature button on your office phone while on a call:
1. Press the Exclusion feature button on your phone keypad. The active call is now excluded.
2. Continue your conversation.

Activating the Exclusion feature using a feature name extension from your cell phone
To activate the Exclusion feature using a feature name extension (FNE) from your cell phone while on a call:
1. Put the caller on hold.
2. Dial (405) 271-9873.
3. Press Send. The active call is now excluded.
4. Return to your call and continue your conversation.
Deactivating the Exclusion feature using a feature button on your office phone
You must use the same phone to deactivate the Exclusion feature that you used to activate it. You cannot deactivate the Exclusion feature from any other phone. To deactivate the Exclusion feature from a feature button on your office phone while on a call:

1. Press the Exclusion feature button on your phone keypad. The Exclusion feature is now deactivated for the active call.
2. Continue your conversation.

Deactivating the Exclusion feature using a feature name extension from your cell phone
You must use the same phone to deactivate the Exclusion feature that you used to activate it. You cannot deactivate the Exclusion feature from any other phone. To deactivate the Exclusion feature using a feature name extension (FNE) from your cell phone while on a call:

1. Put the caller on hold.
2. Dial (405) 271-9873.
3. Press Send. The Exclusion feature is now deactivated for the active call.
4. Return to your call and continue your conversation.

If you find it necessary to change your associated cell number you will need to re-map your new cell number to your desk phone.

Mapping a cell phone to your office phone from your desk:
(This will be done initially by IT. Use this procedure if you need to change your associated cell number.)

2. Press the # button on your phone.
3. Enter your station-security code.
4. Press the # button on your phone. You hear a dial tone.
5. Enter your cell phone number with area code (xxx xxx xxxx).
6. Press the # button on your phone.

You hear a confirmation tone. Your cell phone is now mapped to your office extension through FMM.

Note:
If you hear an intercept tone, your cell phone number is not routable or you made a mistake during this sequence. Hang up and repeat the procedure from step 1. Contact the IT Services Service Desk for assistance if you still do not receive a confirmation tone.
Mapping a cell phone to your office phone from your cell phone:
(This will be done for you initially by IT. Use this procedure if you need to change your associated cell number.)

1. Dial the remote access number (405-271-9876). You hear a dial tone.
2. Enter the FAC 230. You hear a dial tone.
3. Enter your office extension.
4. Press the # button on your phone.
5. Enter your station-security code.
6. Press the # button on your phone. You hear a dial tone.
7. Press the # button on your phone.

You hear a confirmation tone. Your cell phone is now mapped to your office extension.

Note:
If you hear an intercept tone, your cell phone number is not routable or you made a mistake during this sequence. Hang up and repeat the procedure from step 1. Contact the IT Services Service Desk for assistance if you still do not receive a confirmation tone.

Checkpoints and troubleshooting
This chapter provides usage tips and answers to common FMM user questions. If you have a question not addressed here, contact the IT Service Desk, your Telecom Coordinator and/or cellular service provider for assistance.

Table 3: Troubleshooting checkpoints

<table>
<thead>
<tr>
<th>Situation</th>
<th>Possible cause(s)</th>
<th>Suggested action / resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling party’s caller ID not displayed on cell phone.</td>
<td>Caller ID not delivered by cellular service provider.</td>
<td>Check with your cellular service provider.</td>
</tr>
<tr>
<td></td>
<td>Caller’s phone number is blocked.</td>
<td>No action can be taken – the caller has blocked his/her number.</td>
</tr>
<tr>
<td></td>
<td>External network has not delivered the caller ID information to the switch.</td>
<td>No action can be taken.</td>
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<tr>
<td></td>
<td>Your cellular service provider may not recognize numbers having fewer than 10 digits (for example, a 5-digit extension).</td>
<td>Speak with your Telecomm Coordinator for options to allow caller IDs of fewer than 10 digits.</td>
</tr>
<tr>
<td><strong>Situation</strong></td>
<td><strong>Possible cause(s)</strong></td>
<td><strong>Suggested action / resolution</strong></td>
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<tr>
<td>Calls in progress are being lost.</td>
<td>In-building or cellular network interference; out of cellular range.</td>
<td>If you are in your office and lose a call, you can pick it up on your office phone within a few seconds and continue the call. Distributed antenna systems (DAS) reduce or eliminate in-office interference, while cellular network interference usually clears up on its own.</td>
</tr>
<tr>
<td>FMM won’t work on my cell phone when I’m out of the country on business.</td>
<td></td>
<td>FMM can operate globally, but only if you have a global cellular coverage plan and a dual- or tri-mode phone. If you don’t have a global wireless phone, rent a digital cell phone that operates within the local standard of the area in which you are traveling. Contact your Telecom Coordinator to bridge calls through FMM to the rental cell phone number. Remember to have your Telecom Coordinator remove the bridge to your rental phone once it is no longer being used.</td>
</tr>
<tr>
<td>Feature access codes like ACD (Automated Call Distribution), CFwd (Call Forward), and SAC (Send All Calls) won’t work under FMM.</td>
<td>Your cell phone cannot activate phone switch features, except those accessible through a non-FMM telecommuting service plan</td>
<td>If you are registered as a telecommuting user, you can use non-FMM feature access codes. See your Telecomm Coordinator for information.</td>
</tr>
<tr>
<td>Incoming calls not received on FMM-enabled cell phone.</td>
<td>Cell phone is out of your service area (roaming) or out of range. Cell phone is off or the battery may be dead. FMM may be disabled. The SAC (Send All Calls) feature is activated on your office phone and calls are going to coverage. Calls are going directly to voice mail. Cell phone is in “sleep” mode.</td>
<td>Calls are automatically forwarded to voice mail. Turn cell phone on and/or replace/recharge battery pack. Enable FMM through the standard dialup procedure, or through an administered FAC button on your office phone. Cancel the Send All Calls feature. Ask your Telecom Coordinator to verify that the number of rings set before going to voice mail is not superseding incoming calls. Some cell phones need to be “woken up” before making or...</td>
</tr>
<tr>
<td>Situation</td>
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<tr>
<td>Calls are routed to office voice mail because there hasn’t been enough time to route through the cellular service provider’s network and find your cell phone.</td>
<td>Cellular networks sometimes experience network congestion due to large call volumes in their network. During such times, no FMM calls (or regular cellular calls) can be answered on your cell phone. Such calls are delivered instantly to cellular voice mail.</td>
<td>Your calls will eventually go through normal channels and FMM calls will be delivered to your cell phone as congestion lessens and your cellular service provider’s network has available facilities to deliver calls. If network congestion is prolonged, a possible solution is to disable FMM, allowing unanswered calls to be directed to your office voice mail system.</td>
</tr>
<tr>
<td>Switch-related issue at the telecomm server.</td>
<td></td>
<td>Check with your Telecom Coordinator to determine if the issue is switch-related.</td>
</tr>
<tr>
<td>The wrong feature is invoked when dialing a feature name extension (FNE).</td>
<td>You misdialed the FNE. Your Telecom Coordinator may have provided the wrong extension.</td>
<td>Try calling the number again. Check with your Telecom Coordinator to make sure you have the correct extension for the feature you want.</td>
</tr>
<tr>
<td>Your name and office caller ID are not displayed on the recipient’s phone when you call from an FMM-enabled cell phone that is administered to send office caller ID.</td>
<td>The phone number you called is not part of your office phone system (in other words that number is not a valid number on the home switch). You may not be administered to send office caller ID.</td>
<td>You can send office caller ID only to phones within your office phone system that share the same switch. Office caller ID works only on phones within your phone network. Contact your Telecom Coordinator to verify proper office caller ID administration.</td>
</tr>
<tr>
<td>FNEs not working.</td>
<td>You may not be administered to send office caller ID. Your FMM phone number is not administered properly.</td>
<td>Contact your Telecom Coordinator to verify proper office caller ID administration.</td>
</tr>
<tr>
<td>Voice mail messages are</td>
<td>Cellular Voice Mail Avoidance</td>
<td>As an FMM user, you decide the</td>
</tr>
<tr>
<td>Situation</td>
<td>Possible cause(s)</td>
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</tr>
<tr>
<td>not going to the correct voice mail system.</td>
<td>not enabled.</td>
<td>voice mail system (office or cell) on which to receive business messages. Your Telecom Coordinator can activate this feature or adjust the number of rings before answering on the office voice mail system, so your preferred system will pick up messages first. When the Cellular Voice Mail Avoidance feature is activated of the office telecomm server, it can determine whether an unanswered call terminates either at your office voice mail, or at your cellular service provider voice mail system. With this feature enabled, the call will be processed through your office voice mail system on your server. Check with your cellular service provider to verify how many rings occurs before an unanswered call goes to cellular voice mail. Then obtain the same information from your Telecom Coordinator and discuss setting your office voice mail's number of rings before answering higher or lower, to allow the preferred system to pick up messages first.</td>
</tr>
<tr>
<td>All calls are being sent to a coverage point (or a position other than your office voice mailbox).</td>
<td>Check to see if the Send All Calls feature is active. Cellular networks sometimes experience congestion due to a</td>
<td>Cancel it, if desired. As congestion lessens, calls will eventually be able to travel</td>
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<tr>
<td>Situation</td>
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<tr>
<td>high volume of call activity in the cellular network. Due to congestion in the cellular network, your cellular service provider may not have enough available channels to deliver cellular calls (as well as FMM calls) to your cell phone. Therefore, your calls are instantly delivered to your cellular voice mail.</td>
<td>through their normal cellular channels and then be delivered to your cell phone. If this congestion period is longer than normal, and you do not want unanswered calls delivered to your cellular voice mail, consider disabling FMM for a short time period. If you do not mind unanswered calls being delivered to your cellular voice mail, remember to check your cellular voice mail from time to time to see if any business call messages have been left. Delivery of messages when all lines are in use (or when cellular service is not available) is a temporary condition; when lines (or cellular service) become available, the preferred voice mail system will resume pick-up.</td>
<td></td>
</tr>
<tr>
<td>All office phone lines may be in use (busy, active) causing calls to be delivered directly to office voice mail. Cellular service may not be available in the area in which you are currently located, causing voice messages to be sent automatically to your cellular voice mail rather than your office voice mail system.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can’t access an ongoing FMM cell phone call on my office phone.</td>
<td>The exclusion feature may be activated for this phone call (call-by-call basis). The exclusion feature may be activated for all calls.</td>
<td>Use the same phone you used to enable the exclusion feature to disable it. Contact your Telecom Coordinator to disable the exclusion feature for all calls.</td>
</tr>
<tr>
<td>Call drops when answered at cell phone</td>
<td>Cellular Voice Mail Avoidance has option that drops calls that are answered too quickly</td>
<td>Always wait a few seconds before answering call or have administrator remove Cellular Voice Mail Avoidance feature.</td>
</tr>
</tbody>
</table>