

# ShoreTel's Find Me/Follow Me Feature

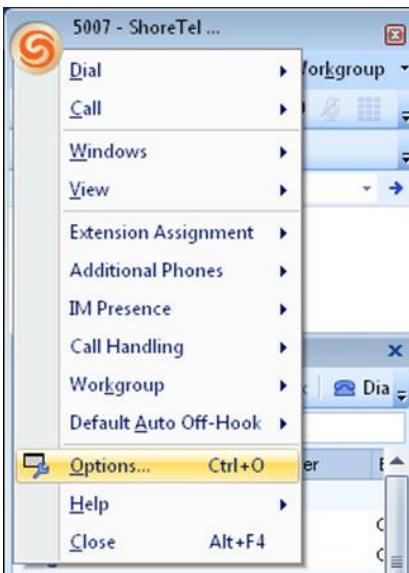
By Joe Hamilton

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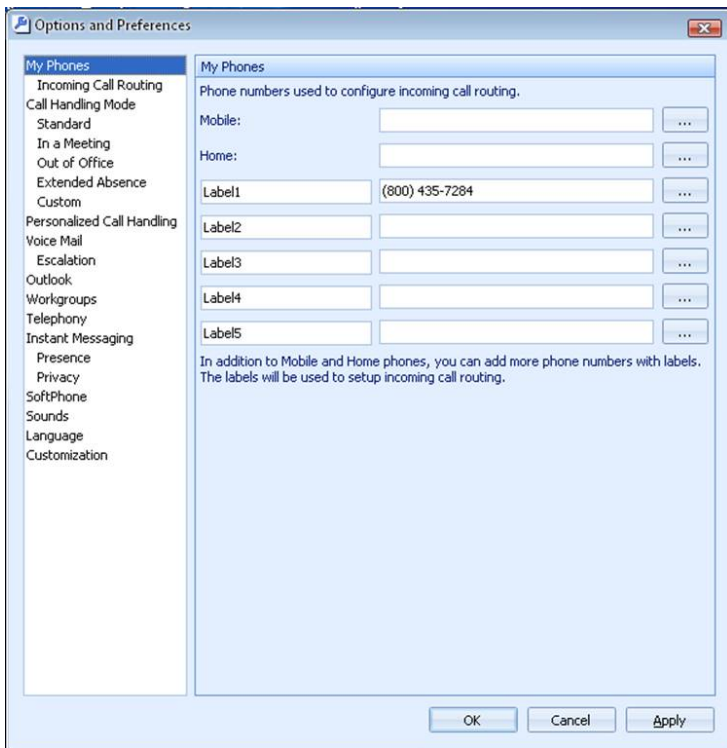
Ever wonder about the best way to configure the “Find Me” feature on the ShoreTel system? This month’s ShoreTel tip will show you how to get the most out of this useful feature. “Find Me, Follow Me,” more commonly known as “Find Me,” is an option you can select when adding a Call Screening rule in the Call Routing tab of the Phone Settings screen.

“Find Me” enables you to create a list of phone numbers that will be dialed (for a specified number of rings) for each call to your ShoreTel phone number. This functionality provides a way for callers to reach you at any of your designated phone numbers. For example, if you are away from the office, you can set Find Me to first ring your office number, then ring your mobile phone number, and finally ring your home number. If you do not answer any of these calls, there is a Find Me option that will transfer the call to voicemail.

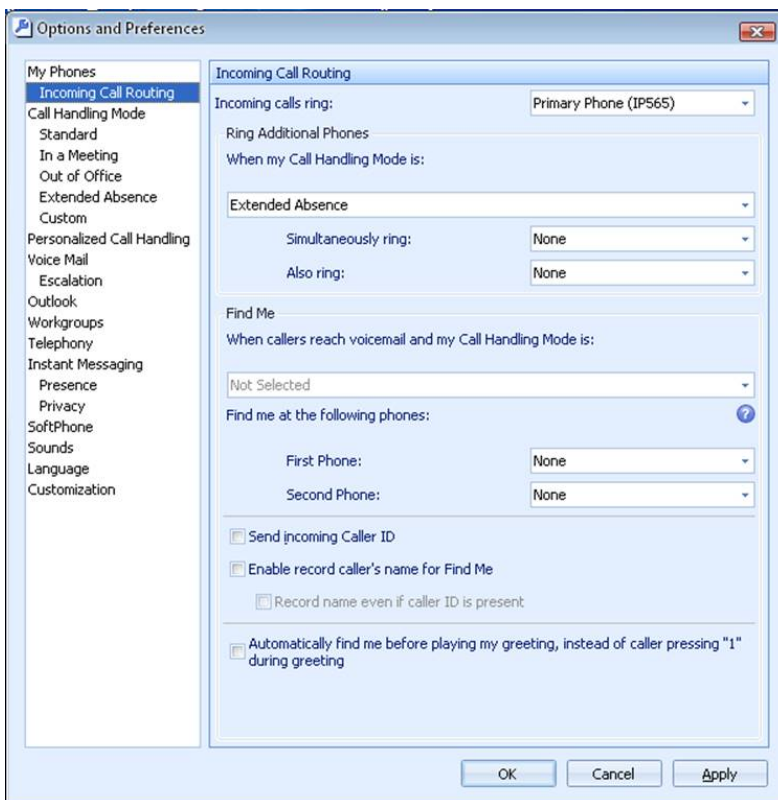
- 1.) Select the ShoreTel icon at the top left of your ShoreTel Communicator and find ‘Options’.



- 2.) Select “My Phones” on the menu. Enter your mobile number or another number in the first available “Label” field.
- 3.) Click “Apply”



- 4.) Now select “Incoming Call Routing” from the menu. There you will see the “Find Me” settings located in the middle of the screen.



- 5.) In the space available for “When callers reach voicemail and my Call Handling Mode is:” click the drop down arrow on the right and select the call handling mode(s) that you wish to have the ‘Find Me’ feature enabled.

Find Me

When callers reach voicemail and my Call Handling Mode is:

Not Selected

- ☐ (Select All)
- ☐ Standard
- ☐ In a Meeting
- ☐ Out of Office
- ☐ Extended Absence
- ☐ Custom

OK Cancel

In the example below we chose the “Out of Office” call handling mode. Thus, anytime we change the call handling mode to “Out of Office” the phone number we will designate in the next step will be the one dialed when a call is received in that mode.

(Select All)

Standard

In a Meeting

☒ Out of Office

Extended Absence

Custom

OK Cancel

- 6.) Finally, in the “Find me at the following phones:” section, select the Label that’s associated with your number. This will designate that option as the number to be dialed when the 'Find Me' feature is enabled.

Find me at the following phones: ?

First Phone: None

Second Phone: None  
Label1

Click “Apply” at the bottom right when finished to save all your changes.

If you have any questions about the additional options or features available to you, please don’t hesitate to [email](#) me at any time.