ScopTEL™ IP PBX Software

Fixed Mobile Convergence and Follow Me
Description: Fixed Mobile Convergence

- ScopTEL Fixed Mobile Convergence allows a supported SIP Desk phone to hand a call off to a mobile device.
- ScopTEL Fixed Mobile Convergence also allows a mobile device to hand a call off to a ScopTEL extension or external number using PBX resources.
- Supported SIP desk phones are:
  - Aastra 9000i release 3.3.1 firmware or higher
  - Polycom Sound Point IP release 3.2.x firmware or higher
  - Yealink release 70 firmware or higher
- Supported Mobile Android/iOS soft clients are:
  - CounterPath Bria
  - Media5-fone
  - Zoiper
- Mobile devices do not require the installation of a soft client but the soft client can greatly reduce cellular charges.
  - Mobile device PBX integration is supported by ScopTEL CoS configurations and DTMF codes.
- Minimum ScopTEL Telephony release 5.8.5.1.20141109
Description: Follow Me

- “Twinning” aka “One Number” requires the extension to have ScopTEL’s “Follow Me” configured and Immediate Call Forward to Follow Me enabled on a per extension basis.
- Follow Me is used to ring one or more extensions and or external numbers either in sequence (serialized) or in parallel (forked).
- Follow Me is used in conjunction with Fixed Mobile Convergence handoffs to provide a single point of contact for any configured extension.
Before you begin:

- Decide where the Fixed Mobile Conference feature will handoff an active call when used.
- Decide whether to FMC Conference or FMC transfer the call when the Fixed Mobile Convergence Feature is used. FMC Conference is recommended as this will invoke an attended conference to the pre-configured destination.
- Provision the Yealink phone in the ScopTEL Automatic Provisioning System
- Decide whether to use Follow Me for Mobile Twinning or just use the FMC handoff capabilities. The Walkthrough will break down FMC features Vs. Follow Me/One Number features
Walkthrough Yealink FMC Conference:

- You can set up as many FMC destinations as there are unused DSS Keys.
- Navigate to Telephony>Provisioning>Yealink>DSS Keys and edit a Line or Memory Key as follows.
- Enter a custom label and in the Destination/Value field enter the phone number or extension you wish to use.
Walkthrough Polycom FMC Conference:

- You can set up as many FMC destinations as Polycom EFK buttons
- Navigate to Telephony>Provisioning>Polycom and enable EFK support as follows

![Diagram of Polycom FMC Conference configuration]
Walkthrough Polycom FMC Conference:

- Choose the FMC Conference function from the Features drop list
- Edit the Destination/Value field enter the phone number of extension you wish to use
Walkthrough Aastra FMC Conference:

- Edit a Soft Key button and select FMC Conference From the drop list
- Edit the Label as necessary and in the Destination/Value field enter the phone number of extension you wish to use
Defining Class of Service for the Outgoing Line(s):

- The Destination/Value you entered into the FMC Conference button will do a Class of Service lookup based on the extension’s Class of Service assignment. If the configured CoS does not include a matching Outgoing Line the call will fail. This is a security enhancement, so you must use a CoS that allows the call to complete based on Local Vs. National LD, Vs International Calling Patterns.
Editing Class of Service

- Edit the assigned Class of Service if necessary to set the security policy for the extension by choosing which Outgoing Lines the Class of Service will have access to.
- Also ensure that Blind and Attended transfer Feature Codes are allowed in the Services tab.
- NOTE: Any other ‘Live’ Feature code included in this CoS will also be allowed (recording etc...)

![Diagram of ScopTEL IP PBX Software interface showing editing of Class of Service]
Verifying the Feature Codes used for Remote transfers:

- The Blind and Attended transfer feature codes are used to transfer a call back to the ScopTEL server once it is answered by a remote cell phone or land line. By dialing either code from a cell phone or land line phone keypad, the server will do another Class of Service lookup and allow the cell phone or land line to transfer the active call to another extension or external number for handoff. When either code is successful you will hear a prompt to enter additional digits.
FMC Conference Usage:

• Once the phone is provisioned with the new buttons you can press the FMC Conference button(s) on a live call to invite the pre-programmed destination to the call.

• If the destination is a cell phone for example your cell phone will ring and you can answer. Once you have answered with the cell phone you can hang up your desk phone without disconnecting your party.

• To transfer the active call from either a cell phone or land line phone using the default DTMF Transfer codes.
  
  • Dial *1 to execute a blind transfer to a local extension or another phone number
  
  • Dial *2 to execute an attended transfer to a local extension or another phone number
FMC Conference Usage:

1. PSTN call to ext 1000

2. ScopTEL Extension 1000 FMC Conference to 905551212

3. Cell Phone 9055551212 Answers 1000 FMC Conference and does Attended Transfer *2 extension 1001

4. ScopTEL Extension 1001 receives call from Cell Phone 905551212
Follow Me/Find Me aka ‘One Number’ Overview:

- If you set an extension’s User Options to allow Follow Me permissions and set the Immediate Call Forward destination to Follow Me then whatever dials that extension will execute the rules defined on the Follow Me tab.

- A Follow Me tab consists of 10 possible Actions

- Each Action can dial multiple destinations in parallel (call forking) and you can set a maximum ring time before executing the next Action

- After each Action executes it moves on to execute the next defined Action in the list, unless the last Action executed does a hangup or sends a caller to a voicemail box(es) or rings busy etc... if another Action is not possible then the list will not display a following Action.

- This makes it possible to ring a desk phone, soft phone, cell phone, land line simultaneously or in sequence until one device answers and if unanswered a final destination must be defined.

- If a desk phone answers the call first the user can execute a FMC Conference to send the caller to a pre-configured destination. Once an external number answers the call the user can blind or attended transfer the call elsewhere. If a soft phone answers the call first the user can execute a conference call to another number and the soft phone still has access to any ‘Live’ feature code.
Follow Me/Find Me aka ‘One Number’ Example with FMC:

1. Extension 1000 calls 1001 Follow Me

Both devices Ring due to Action 1 and after 20 seconds caller goes to voicemail 1000
Voicemail to Email in mailbox 1000 sends voicemail file to User 1000’s email account
If 1000 answers first the user can dial FMC Conference to 905551212
If the Cell Phone 905551212 answers first the user can dial *2 and do attended transfer to any other number

3. Cell Phone 905551212

1. PSTN call to ext 1000

2. PSTN

PSTN

IP Network

ScopTEL™ IP PBX Software
Follow Me/Find Me aka ‘One Number’ Walkthrough:

- Edit an extension and click on the User Options tab to Enable Follow Me.
- Change the Immediate Call Forward Destination to Follow Me (later on the user can execute the Call Forward Always feature code (from the Features Code section) to enable or disable this feature.)
**Follow Me/Find Me aka ‘One Number’ Walkthrough:**

- Set Action 1 destinations using the Action 1 Select button
- Allow Call Transfers in one or more directions
- Set the CoS to define which CoS will be used for the Outgoing Call
- Set the Maximum Ring Time to 20 Seconds
- Set Action 2 to Voicemail 1000 using the Action 2 Select button
Incoming Line Configuration:

- If you have an Incoming Line set up to ring 1000 directly then you must ensure that the Use User-defined CallForward ?:[x] option is checked.

- Also make sure you select an Outgoing Class of Service for this line.
Auto Attendant Configuration:

- If you have an Auto Attendant Key Assignment set up to ring 1000 directly then you must ensure that the Use User-defined CallForward ?:[x] option is checked.
- Also make sure you select an Outgoing Class of Service for this Key Assignment.