
Omega Follow-me Setup

1 Overview

The Omega follow-me feature allows a subscriber to have several devices defined which are called in order to connect the caller with the subscriber.

2 Background

To support follow-me a routing class and dialtype need to be setup to define how outgoing calls are handled. At this point it is assumed that your Omega is setup to handle incoming calls and has the ability to place outgoing calls. For help on the specific fields in the Omega and allowable values please see the appropriate section in the **Omega Unified Messaging System Technical Manual**.

3 Setup

3.1 outgrp

First we need to setup the output group. This is where we group related devices for outgoing calls. For example, if you have two-way DID trunks coming in via a T1 and the calls from the Telco hunt down, you would most likely group your outgoing trunks hunting up. This is done by creating an outgrp record, selecting the outgoing trunk from device, and starting the order number at 1. The order number is used to select which device in the output group is used first. If that device is busy the next highest order is used.

3.2 dialtype

Next we need to create a dialing type. This is where we define how the outgoing call is dialed. The protocol should be DTMF (typically), the output group should be the group created in **Section 3.1** above. The dial format is a set of tokens that specifies how a call is made and what the call progress indicators are. For the follow-me application the dial format t24000aZ0U would be typical. The t24000 waits up to 24 seconds for the ringing to end. If we don't get an answer within that time a failure is returned and the next device is tried. The a token connects on signal or voice. This means that the call could have received a connect from the Telco (usually with T1 service) or after calling the Omega heard a voice on the other end. The Z0 signifies cut-through. This means that as soon as

the Omega dials the outgoing call, the talk path of the caller and the talk path of the outgoing call is connected so the caller can hear the outgoing call ringing, or busy, etc. The U dials the number. In this case U is the Pager number in the mbpage record. This could also be replaced with other tokens to dial differently.

3.3 fcos

A feature class of service with the switch feature needs to exist.

3.4 rcos

A routing class with allowable dial patterns needs to exist. The pattern contains the allowable pattern for the outgoing telephone number. For example, to allow only local calls the pattern may be ??????? to match any 7-digit number. Or 555???? to match a specific exchange. Multiple RCOS records may be defined with the same RCOS number.

3.5 mailbox

Create a mailbox record using the fcos created in **Section 3.3**.

3.6 mbpage

Finally the mbpage record is created for the mailbox. Most fields will not be used. The most important is the Dial number which is used with the U token in dialtype.

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