

# Cisco Personal Assistant in a Non–Microsoft Exchange Environment

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## Introduction

This document details the features of Cisco Personal Assistant that do not work when Cisco Personal Assistant is used in an environment that does not contain Microsoft Exchange 5.5, Microsoft Exchange 2000, or Microsoft Exchange 2003 (Exchange 2003 only supported on Cisco Personal Assistant v1.4[3]). Cisco Personal Productivity Services can only be used in Microsoft Exchange 5.5 or Microsoft Exchange 2000.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the software versions below.

- Microsoft Exchange 5.5/Microsoft Exchange 2000/Microsoft Exchange 2003 (Exchange 2003 only supported on Cisco Personal Assistant v1.4[3])

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Features Supported

The following features are supported:

- **Speech Recognition** Cisco Personal Assistant users are able to use Speech Recognition to dial users by name from both a corporate directory and a personal address book. Users can also say other commands such as **rulesets**, **operator**, and so forth.

- **Call Routing Rules** Cisco Personal Assistant users are able to use all features of call routing rules except those related to meeting/calendar schedules. Calls can be forwarded to Cisco Unity voice mail even if Cisco Unity is integrated with Lotus Domino.

## Features Not Supported

The features listed below require Microsoft Exchange 5.5, Exchange 2000, or Exchange 2003 (only supported on Cisco Personal Assistant v1.4[3]). Therefore, these features do not work in a non-Exchange setting.

- **Cisco Unity Voice Mail Browsing** Cisco Personal Assistant users are not able to browse Cisco Unity voice mail using speech commands when Cisco Unity for Lotus Domino is installed.

**Note:** Cisco Personal Assistant is still able to forward calls to voice mail using rules when Cisco Unity for Lotus Domino is used.

- **Calendar in Rules** Cisco Personal Assistant users are not able to use the "If I am in a meeting" clause in call routing rules. In fact, Cisco Personal Assistant does not display this option during rule configuration if a Calendar server is not configured in the Messaging page in Cisco Personal Assistant System Administration.
- **Personal Address Book Synchronization** Cisco Personal Assistant users are not able to synchronize their Cisco CallManager Personal Address Books with their contacts because this works only with Microsoft Exchange.

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## Related Information

- **Cisco Personal Assistant Product Literature**
- **Cisco Personal Assistant Product Support**
- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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