



Preface

This preface describes who should read this publication and its document conventions.

The preface includes the following topics:

- [Overview, page ix](#)
- [Audience, page x](#)
- [Related Documentation, page xi](#)
- [Online Help and Document Conventions, page xi](#)
- [Obtaining Documentation, page xiii](#)
- [Obtaining Technical Assistance, page xiv](#)

Overview

The *Cisco Personal Assistant Administration Guide* provides you with the information you need to understand, install, configure, and manage the Cisco Personal Assistant application.

[Table 1](#) provides an overview of the organization of this guide.

Table 1 *Personal Assistant Administration Guide Organization*

Chapter	Description
Chapter 1, “Planning for Personal Assistant”	Explains what Personal Assistant does for your users, how it works, and how it fits into your IP telephony network.
Chapter 2, “Installing Personal Assistant”	Describes the hardware and software requirements for Personal Assistant and installation procedures.
Chapter 3, “Configuring Cisco CallManager for Personal Assistant”	Provides procedures for configuring Cisco CallManager for use with Personal Assistant
Chapter 4, “Configuring Personal Assistant”	Provides procedures for configuring Personal Assistant.
Chapter 5, “Preparing Users for Personal Assistant”	Describes information you should communicate to your users and tips for providing this information.
Chapter 6, “Troubleshooting Personal Assistant”	Provides tips for resolving problems with Personal Assistant, including how to resolve them, and other tasks associated with problem resolution.
Appendix A, “Personal Assistant Administration Page Reference”	Describes the fields on the pages used in the Personal Assistant administrator’s interface.

Audience

Network engineers, system administrators, and telecom engineers should review this guide to learn the steps required to properly set up Personal Assistant in the network.

The tasks described in this guide are considered to be administration-level tasks. Because of the close interaction of Personal Assistant with Cisco CallManager, these tasks require you to be familiar with Cisco CallManager as well.

Related Documentation

For information about Cisco CallManager and additional information about Personal Assistant, refer to these publications:

- *Cisco CallManager Administration Guide*
- Personal Assistant end-user interface online help

Online Help and Document Conventions

Personal Assistant's online help system provides task-oriented help and context-sensitive online help that is available from every window that contains a Help menu or button.

The help system includes an index and is organized the same way as the Personal Assistant documentation set.

Using the Online Help

You can access online help in any of these ways:

- From the Help menu:
 - Access help for the page you are viewing by selecting **Help>For This Screen**.
 - Access the contents of the online help system by selecting **Help>Contents and Index**.
- For a printed version of the manual associated with the application, or to view or search an Adobe Acrobat version of the help system, click the **PDF** button in the top left of the help system. If you have Adobe Acrobat installed (either as an independent application or as a plug-in to your browser), the document opens.

From Acrobat, you can search the entire manual, print the entire manual or selected pages, or read the manual online. Click the **Bookmarks and Page** button to view a table of contents for the document in the left-hand margin if it is not already displayed. These bookmarks provide an easy way to navigate through the document.

Document Conventions

This publication uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen</code> font.
boldface screen font	Information you must enter is in boldface screen font.
<i>italic screen</i> font	Arguments for which you supply values are in <i>italic screen</i> font.
Action > Reports	Command paths in a graphical user interface (GUI).

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.