



## Preparing Users for Personal Assistant

---

There are some configuration changes that you can make that affect how users use Personal Assistant. You should communicate these changes if you make them.

In general, you might find deployment of Personal Assistant to be easier if you link the user interface to your corporate intranet in a location that can be easily found. This will relieve your users of having to find the URL some other way, making it easy for them to access Personal Assistant for the first time and bookmark it for subsequent use. A corporate web page is also a good place to list the telephone numbers that users should use to access Personal Assistant through the telephone.

The following sections can assist you in determining what information to communicate with your users to prepare them to use Personal Assistant:

- [Accessing the User Interface, page 5-2](#)
- [Dialing Personal Assistant, page 5-2](#)
- [Obtaining Help, page 5-3](#)
- [Managing Users, page 5-3](#)
- [Understanding How Administrative Changes Affect Users, page 5-4](#)

# Accessing the User Interface

To enable users to access the Personal Assistant user interface, you must provide to them the URL and the user name and password.

## URL

To access the Personal Assistant user interface, users must open an Internet Explorer 5.0 or Netscape Navigator 4.5 or higher web browser and enter the following URL:

`http://PAhost/pauseradmin`

where *PAhost* is the computer name of the server on which you install the Personal Assistant web administration component.

## User Name and Password

Users must log in to Personal Assistant using the unique user attribute configured for your system, for example their e-mail address.

The password is the same password defined for access to the Cisco CallManager user interface for configuring speed dial, and so forth. To change or reset the password, use the Cisco CallManager user interface.

## Related Topics

- [Miscellaneous Settings, page A-26](#)

# Dialing Personal Assistant

You need to tell users what number to dial to access Personal Assistant in order to use the dial-by-name feature, access their voice mail, or use other features of the telephony interface. The Personal Assistant access number is the extension you configured as the CTI route point.

## Related Topics

- [Setting Up the Personal Assistant Number, page 3-11](#)
- [Understanding CTI Route Points and Media Ports, page 1-5](#)

# Obtaining Help

Your users can access help with the Personal Assistant web user interface 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**.
- To print a copy 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 corner of the help system. If you have Adobe Acrobat Reader installed (either as an independent application or as a plug-in to your browser), the document opens.

From Acrobat Reader, you can search the entire manual, print the entire manual or selected pages, or read the manual online. If the table of contents for the document is not already displayed on the left side of the page, click the **Bookmarks and Page** button to view it. These bookmarks provide an easy way to navigate through the document.

Your users can access help in the telephony interface at any time by saying “help.”

# Managing Users

You can manage some Personal Assistant users through the User Settings Administration page. Select **System>User Settings** to open the page.

These are the changes you can make:

- **Reset PIN**—You can reset the user’s PIN to blank, which forces the user to select a new PIN the next time the user calls Personal Assistant. This is useful if a user forgets a PIN. This does not affect the user’s configuration.
- **Reset Spoken Name**—You can erase the spoken name a user recorded, which forces the user to rerecord the name the next time the user calls Personal Assistant. The user can also reset the spoken name through the user interface.

- **Delete User**—When you delete a user from the regular telephony system, some user information will remain in the Personal Assistant system. You should also delete a user from Personal Assistant when you delete him from the network.

Deleting a user can also be helpful if some information has become associated with another user incorrectly. For example, if a user is assigned a cell phone that used to be someone else's, that cell phone number might still be in the original user's call routing rules, and the new owner might get unexpected and undesired calls.

You cannot use the Personal Assistant interface to reset a user's password. The password Personal Assistant uses is the same one used for accessing the Cisco CallManager user interface for configuring speed dial, and so forth. To change or reset the password, use the Cisco CallManager user interface.

#### Related Topics

- [User Settings Administration, page A-24](#)

## Understanding How Administrative Changes Affect Users

Some changes you make using the Personal Assistant Administrative interface directly affect how users can use Personal Assistant, including:

- **Stopping or restarting servers**—If you do not have multiple Personal Assistant servers and speech recognition servers configured on your network, this can temporarily disrupt users' access to Personal Assistant.
- **Configuring dial rules**—Both you and users have the ability to configure dial rules. Administrative dial rules take priority over user-configured dial rules.
- **Setting call pickup duration**—Both you and users can modify the call pickup time. The user-configured setting takes priority.

**Related Topics**

- [Unable to Use Speech Commands, page 6-2](#)
- [Dial Rules Not Working Properly, page 6-4](#)
- [Calls Dropping, page 6-4](#)
- [Calls Transferred to Voice Mail Too Quickly, page 6-3](#)

■ Understanding How Administrative Changes Affect Users