



# Configuring Cisco CallManager for Personal Assistant

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After installing Personal Assistant, you must perform the following tasks in Cisco CallManager:

- [Setting Up Cisco IP Phone Route Plans, page 3-2](#)
- [Setting Up Personal Assistant to Intercept Calls, page 3-3](#)
- [Setting Up the Personal Assistant Number, page 3-7](#)
- [Adding a Personal Assistant User, page 3-8](#)
- [Adding Media Ports for Personal Assistant, page 3-9](#)
- [Configuring Cisco Unity in Cisco CallManager for Integration with Personal Assistant, page 3-10](#)

These sections represent an example setup, with sample values included for reference only. Your particular configuration depends on the needs of your network.

For these examples, you'll be working with the following calling search spaces and partitions:

- `cssEmp`—includes the PA and Employee partitions
- `cssPA`—includes the Employee partition

For detailed information about how Personal Assistant uses calling search spaces and partitions, refer to [“Understanding Partitions and Calling Search Spaces” section on page 1-4](#).

# Setting Up Cisco IP Phone Route Plans

Before configuring Personal Assistant, you must ensure that the Cisco IP Phones are added and registered with Cisco CallManager. Refer to the documentation and online help included with Cisco CallManager if you need assistance completing this.

These sections provide an example setup for your network *before* adding Personal Assistant:

- [Creating a Phone Partition, page 3-2](#)
- [Creating a Phone Calling Search Space, page 3-3](#)
- [Using Partitions and Calling Search Spaces Without Personal Assistant, page 1-28](#)

## Creating a Phone Partition

If you have not already created a partition for the Cisco IP Phones, follow this procedure to create one now.

### Procedure

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- Step 1** Select **Route Plan > Partition** from Cisco CallManager.  
The Partition Configuration page displays.
- Step 2** Enter a descriptive name, such as **Employee**, in the **Partition Name** field.
- Step 3** Click **Insert** to add the new partition.
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### Related Topics

- [Understanding Partitions and Calling Search Spaces, page 1-4](#)
- [Using Partitions and Calling Search Spaces Without Personal Assistant, page 1-28](#)
- [Creating a Phone Calling Search Space, page 3-3](#)

## Creating a Phone Calling Search Space

If you do not already have a calling search space defined for the Cisco IP Phones, follow this procedure to create one.

### Procedure

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- Step 1** Select **Route Plan > Calling Search Space** from Cisco CallManager. The Calling Search Space Configuration page displays.
- Step 2** Enter a descriptive name, such as **cssEmp**, in the **Calling Search Space Name** field.
- Step 3** Select the **Employee** partition in the Available Partitions list box, and add it to the Selected Partitions list box by clicking the arrow buttons between the two list boxes.
- Step 4** Click **Insert** to add the new calling search space.
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### Related Topics

- [Understanding Partitions and Calling Search Spaces, page 1-4](#)
- [Using Partitions and Calling Search Spaces Without Personal Assistant, page 1-28](#)
- [Creating a Phone Partition, page 3-2](#)

## Setting Up Personal Assistant to Intercept Calls

Personal Assistant can intercept incoming calls and route them according to user-defined rules. To enable Personal Assistant to intercept calls between two extensions, such as 1006 and 1007, you must configure a Personal Assistant partition and calling search space, create Personal Assistant intercept ports for each extension, and update the calling search space on the end-user phones.

These topics describe the steps involved in configuring Cisco CallManager to enable Personal Assistant to intercept calls:

- [Creating the Personal Assistant Partition, page 3-4](#)
- [Creating the Personal Assistant Calling Search Space, page 3-4](#)
- [Creating Personal Assistant Interceptor Ports, page 3-5](#)
- [Updating the Calling Search Space on End-User Phones, page 3-6](#)

## Creating the Personal Assistant Partition

Follow this procedure to create the Personal Assistant partition.

### Procedure

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- Step 1** Select **Route Plan > Partition** from Cisco CallManager.  
The Partition Configuration page displays.
- Step 2** Enter a descriptive name, such as **PA**, in the **Partition Name** field.
- Step 3** Click **Insert** to add the new partition.
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### Related Topics

- [Intercepting Calls with Personal Assistant, page 1-27](#)
- [Understanding Partitions and Calling Search Spaces, page 1-4](#)

## Creating the Personal Assistant Calling Search Space

Follow this procedure to create the Personal Assistant calling search space.

### Procedure

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- Step 1** Select **Route Plan > Calling Search Space** from Cisco CallManager.  
The Calling Search Space Configuration page displays.

- Step 2** Enter a descriptive name, such as **cssPA**, in the **Calling Search Space Name** field.
- Step 3** Select the **Employee** partition in the Available Partitions list box, and add it to the Selected Partitions list box by clicking the arrow buttons between the two list boxes.
- Step 4** Click **Insert** to add the new calling search space.
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#### Related Topics

- [Intercepting Calls with Personal Assistant, page 1-27](#)
- [Understanding Partitions and Calling Search Spaces, page 1-4](#)

## Creating Personal Assistant Interceptor Ports

Follow this procedure to define the Personal Assistant interceptor ports corresponding to the extensions you want Personal Assistant to intercept.

#### Procedure

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- Step 1** From Cisco CallManager, select **Device > Add a Device**.
- Step 2** Select **Phone** from the Device Type drop-down list box and click **Next**.
- Step 3** Select **Cisco7960**.
- The Phone Configuration page displays.
- Step 4** Enter the MAC address following these guidelines:
- Enter the extension number, preceded by an adequate number of nines (as a place holder for all unoccupied digits to the left of the extension) so that the end result is a 12-digit number. For example, if the extension is 1006, the MAC address should be 999999991006.
- Step 5** Select the appropriate device pool from the **Device Pool** menu.
- Step 6** Select an unassigned line (Line 1, Line 2, and so on) to add a line.
- The line configuration page displays.
- Step 7** Enter the same directory number as the extension to be intercepted in the **Directory Number** field.

For example, to intercept extension 1006, enter 1006.

- Step 8** Select the Personal Assistant partition you configured, such as **PA**, from the **Partition** menu.
  - Step 9** Select the phone calling search space you configured, such as **cssPA**, from the **Calling Search Space** menu.
  - Step 10** Select **Off** from the Call Waiting menu.
  - Step 11** Assign the Call Forward No Answer and Call Forward Busy to the **cssPA** calling search space.
  - Step 12** In the Call Forward No Answer and Call Forward Busy **Destination** field, enter the extension of the phone to be intercepted.
  - Step 13** Click **Insert** to add the new interceptor port.
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#### Related Topics

- [Intercepting Calls with Personal Assistant, page 1-27](#)
- [Understanding Partitions and Calling Search Spaces, page 1-4](#)

## Updating the Calling Search Space on End-User Phones

After adding Personal Assistant to your network, you need to update the calling search space assigned to the end-user phones.

#### Procedure

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- Step 1** Select **Route Plan > Calling Search Space** from Cisco CallManager.  
The Calling Search Space Configuration page displays.
- Step 2** Select **cssEmp** from the calling search space list.
- Step 3** Select the **PA** partition in the Available Partitions list box, and add it to the Selected Partitions list box by clicking the arrow buttons between the two list boxes.
- Step 4** Rearrange the order the partitions to ensure that the Personal Assistant partition is first.

- Step 5** Click **Insert** to add the new calling search space.
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#### Related Topics

- [Understanding Partitions and Calling Search Spaces, page 1-4](#)
- [Intercepting Calls with Personal Assistant, page 1-27](#)

## Setting Up the Personal Assistant Number

You must configure a CTI Route Point in Cisco CallManager to identify the telephone number used to access Personal Assistant.

#### Procedure

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- Step 1** From Cisco CallManager, select **Device > CTI Route Point**.  
The CTI Route Point Configuration page displays
- Step 2** Enter a unique name, such as **PA Number**, in the **Device Name** field to identify this as the Personal Assistant access number.
- Step 3** Select the appropriate device pool from the **Device Pool** menu.
- Step 4** Click **Insert** to add the new CTI route point.
- Step 5** Select an unassigned line (Line 1, Line 2, and so on) to add a line.  
The Directory Number configuration options display in a separate window.
- Step 6** Enter the telephone number to be used for calling Personal Assistant, such as **4000**, in the **Directory Number** field.
- Step 7** Select the phone partition you configured, such as **Employees**, from the **Partition** menu.
- Step 8** Select the Personal Assistant calling search space you configured, such as **cssPA**, from the **Calling Search Space** menu.
- Step 9** Assign the Call Forward No Answer and Call Forward Busy to the **cssPA** calling search space.

- Step 10** If you want to use load balancing and have configured multiple CTI route points, enter the extension to forward to in the Call Forward No Answer and Call Forward Busy **Destination** field.
- Step 11** Click **Insert and Close**.
- For additional assistance, refer to the documentation and online help included with Cisco CallManager.
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#### Related Topics

- [Understanding CTI Route Points and Media Ports, page 1-4](#)
- [Adding Media Ports for Personal Assistant, page 3-9](#)

## Adding a Personal Assistant User

You need to add Personal Assistant as a JTAPI user. The settings you enter here are used when configuring the JTAPI settings in Personal Assistant.

#### Procedure

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- Step 1** From Cisco CallManager, select **User > Add a New User**.
- Step 2** Complete the following required fields:
- **First Name**—use a descriptive name such as “Personal”
  - **Last Name**—use a descriptive name such as “Assistant”
  - **UserID**—use a descriptive name such as “PA”
  - **User Password**—enter a password
  - **Confirm Password**—re-enter the password
- Step 3** Click the **Enable CTI Application Use** check-box.
- Step 4** Click **Associate Devices**.

- Step 5** In the User Devices Assignment Window, check the boxes associated with the Device Name fields
- Step 6** Save your changes and add the user by clicking **Insert**.
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#### Related Topics

- [Configuring JTAPI, page 4-10](#)

## Adding Media Ports for Personal Assistant

Media ports terminate the media between Personal Assistant and the end-users' Cisco IP Phones. Add a media port for each simultaneous Personal Assistant session you require. For example, if you need 24 simultaneous sessions, add 24 ports.

After configuring these ports in Cisco CallManager, you must also enter the number of ports in the Personal Assistant administration interface (see the [“Configuring Personal Assistant Servers”](#) section on page 4-15.)

Use the following steps to add media ports to support Personal Assistant:

#### Procedure

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- Step 1** From Cisco CallManager, select **Device > Add a Device**.
- Step 2** Select **Phone** from the Device Type drop-down list box and click **Next**.
- Step 3** Select Cisco7960.  
The Phone Configuration options display.
- Step 4** Enter the MAC address following these guidelines:  
Enter the extension number, preceded by an adequate number of nines (as a place holder for all unoccupied digits to the left of the extension) so that the end result is a 12-digit number. For example, if the extension is 5001, the MAC address should be 999999995001.
- Step 5** Select the appropriate device pool from the **Device Pool** menu.

- Step 6** Select an unassigned line (Line 1, Line 2, and so on) to add a line.  
The line configuration options display.
- Step 7** Enter the extension, such as 4001, assigned to this port in the **Directory Number** field.
- Step 8** Select the 4001 line.  
The line configuration options display.
- Step 9** Select the phone partition you configured, such as **Employees**, from the **Partition** menu.
- Step 10** Select the Personal Assistant calling search space you configured, such as **cssPA**, from the **Calling Search Space** menu.
- Step 11** Select **Off** from the Call Waiting menu.
- Step 12** Do not enter anything in the Call Forward settings.
- Step 13** Repeat Steps 1-12 for each port you need to add.  
For example, if you need 24 simultaneous sessions, create 24 media ports. Assign the ports consecutive numbers, such as 4001-4024.
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#### Tips

- You can use the Cisco Bulk Administrator Tool (BAT) to configure several ports at once.

#### Related Topics

- [Understanding CTI Route Points and Media Ports, page 1-4](#)
- [Configuring Personal Assistant Servers, page 4-15](#)

## Configuring Cisco Unity in Cisco CallManager for Integration with Personal Assistant

When adding Cisco Unity to Cisco CallManager, be sure that the calling search space does not include the partition created for Personal Assistant, such as the PA partition. To do this, you could use the calling search space configured for Personal Assistant, such as **cssPA**, used in these examples.

Refer to the documentation included with it and Cisco CallManager for detailed instructions on integrating Cisco Unity with Cisco CallManager.

**Related Topics**

- [Understanding Partitions and Calling Search Spaces, page 1-4](#)
- [Setting Up Personal Assistant to Intercept Calls, page 3-3](#)

