



Release Notes for Cisco IP Phone Productivity Services 1.2

Cisco Personal Assistant provides Cisco IP Phone Productivity Services 1.1, a suite of applications for Cisco IP Phone Models 7960 and 7940. With these extensible markup language (XML)-based applications, users can check their calendar, e-mail and voice mail, and they can synchronize their list of Outlook contacts with their Cisco CallManager address book entries.

Cisco IP Phone Productivity Services 1.2 adds the Personal Assistant Rule-Set Activation service. Users can activate rule-sets, view currently active rule-sets and de-activate rule-sets from their Cisco IP Phones.



Note

Users must configure Cisco Personal Assistant and create their rule-sets and rules before using the Personal Assistant Rule-Set Activation service.

These release notes for Cisco IP Phone Productivity Services contain information on the following topics:

- [Documentation Roadmap, page 2](#)
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- [Known Problems, page 4](#)



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- [Obtaining Documentation, page 7](#)
- [Obtaining Technical Assistance, page 9](#)

Documentation Roadmap

For information about Cisco IP Phone Productivity Services, refer to the following documents:

- *Cisco IP Phone Productivity Services Administrator's Guide*
- *Cisco IP Phone Productivity Services User Guide*

For information about Cisco Personal Assistant, refer to the following documents:

- *Cisco Personal Assistant Administration Guide*
- *Cisco Personal Assistant User Guide*

For information about Cisco IP Phones Models 7960/7940, refer to the following documents:

- *Cisco IP Phone Administration Guide for Cisco CallManager*
- *Cisco IP Phone Models 7960 and 7940 At a Glance*
- *Cisco IP Phone Models 7960 and 7940 User Guide*

For information about Cisco CallManager, refer to the following documents:

- *Cisco CallManager System Guide*
- *Cisco CallManager Configuration Guide*

For information about using Personal Address Book and Personal Fast Dials, refer to the following document:

- *Personal Directory Configuration Guide*

Information Online

You can access information about Cisco voice products online.

- Cisco voice product documentation is available on the web at the following URL:
<http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm>
- Cisco Personal Assistant 1.2 documentation is available on the web at the following URL:
<http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist2/index.htm>
- Cisco IP Phone Productivity Services documentation is available on the web at the following URL:
http://www.cisco.com/univercd/cc/td/doc/product/voice/assist/assist2/prod_ser/index.htm

Documentation Errata

On page 2-7 of the Cisco IP Phone Productivity Services Administration Guide, Step 2 of the procedure for Installing Cisco IP Phone Productivity Services says to use a web browser to access the following URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/callmgr/callmgr.shtml>

The correct URL is:

<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-prod-svcs>

Known Problems

Known problems are unexpected behaviors or defects in Cisco software releases. They are graded according to severity level. These release notes contain information for severity levels 1, 2, and 3 only.

You can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II.

To access Bug Navigator II, perform one of the following actions:

Enter the following URL in your web browser:

<http://www.cisco.com/support/bugtools>

Log in to CCO and select Service & Support>Technical Assistance Center>Tools>Software Bug Toolkit Bug Navigator II

There are four known problems associated with Cisco IP Phone Productivity Services. See:

- [Problem with Login, page 4](#)
- [Problem with Re-installing Cisco IP Phone Productivity Services, page 5](#)
- [Problem Playing Voice Message With Cisco CallManager Extension Mobility, page 6](#)
- [Problem Using MailView to Forward Voice Mail, page 7](#)

Problem with Login

Bug ID CSCdv15750



Note

This problem impacts users of Cisco IP Phone Productivity Services.

In secure mode, each time a user selects any service within Cisco IP Phone Productivity Services, the service prompts for login. After logging in once after selecting a service, the user should not be asked for login again until the user exits Cisco IP Phone Productivity Services and logs in again.

The workaround is for the user to log in first before using any of the services within Cisco IP Phone Productivity Services. Then the user will not be prompted for further logins when he accesses a service within that session.

Problem with Re-installing Cisco IP Phone Productivity Services

Bug ID CSCdv20941

When re-installing Cisco IP Phone Productivity Services, do not use the “Back” button from a server information dialog to go back to the re-installation options dialog to change the options. If you do so, the server information will be lost.

For example, if you forgot to uncheck one of the options, such as the “Change CallManager Information” box, you get a dialog box asking for the Cisco CallManager server’s host name. If, instead of providing the parameters, you click the “Back” button to go back to the re-install option dialog box, the Cisco CallManager server information will be lost.

If you re-install Cisco IP Phone Productivity Services:

1. Make sure that you uncheck the boxes for servers where the information is correct and does not require changing. By default, all options are checked.
2. Use the “Start Copying Files” dialog that displays the settings and selections made during the installation to verify that all server host names are correct.

Problem Playing Voice Message With Cisco CallManager Extension Mobility

**Note**

This problem impacts users of the MailView service in Cisco IP Phone Productivity Services with Cisco CallManager Extension Mobility.

Bug ID CSCdv52232

When a user is logged into a phone enabled with Cisco CallManager Extension Mobility and the user tries to play voice mail using MailView, the phone displays:

```
Error playing voice message
```

This problem occurs because the phone allows only the users associated with the phone to play messages.

Workaround:

To configure Cisco CallManager Extension Mobility, you associate a phone with a default device profile using the Cisco CallManager administration pages.

To enable Cisco CallManager Extension Mobility to work with Cisco IP Phone Productivity Services, you must also associate the phone to the user(s) that logs in to the phone. Use the Cisco CallManager administration pages to associate the phone to the user(s).

Problem Using MailView to Forward Voice Mail

**Note**

This problem impacts users of the MailView service in Cisco IP Phone Productivity Services.

Bug ID CSCdv53486

Users cannot forward their voice mail when they use MailView.

This problem occurs only with Cisco Unity 3.0 used with Microsoft Exchange 2000. To use MailView to successfully forward and reply to voice mail requires a fix in the Unity 3.0 voice gateway. There is no current workaround.

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. 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.

This document is to be used in conjunction with the documents listed in the [“Documentation Roadmap”](#) section.

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