

# Cisco Unity: Changing the Number of Unity Ports

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## Introduction

You can use these instructions to add or remove ports. Cisco does not actually support a decrease in the number of ports, as there has been no QA testing on decreasing the number of ports. This information is provided for the rare situations when the number of ports must be decreased due to a failed board with no immediate replacement.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on all versions of Cisco Unity for Exchange.

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.

## Solution

When the voice board configuration needs to be changed, complete these steps:

1. Remove the voice board software. In order to do this, follow the procedures under Removing voice board software in the Unity 2.4 Installation guide.
2. Shut down the Unity Server.
3. Remove the voice boards.
4. Replace/add the voice boards.
5. Start the Unity Server.
6. Run Unity Setup.exe.
7. Select only to upgrade the voice board software by un-selecting **upgrade voice mail and upgrade fax during setup**.

It takes approximately five minutes to remove and reboot the voice board software components, and about ten minutes to reboot to upgrade the voice board software. This ensures that the TAPI and Wave configuration is

done automatically and properly for the current configuration.

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## Related Information

- **Voice and Unified Communications Product Support**
- **Technical Support & Documentation – Cisco Systems**

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