



Configure CTI Ports for Cisco Unified Communications Manager

Use this procedure to import a new set of computer telephony integration (CTI ports) configured on Cisco Unified Communications Manager for use by Cisco Unity Express (in addition to the CTI ports already in use), or to remove or change CTI ports that are already in use. Typically you have one port for each application configured, such as voice mail, automated attendant, and the Administration via Telephone (AvT) system.

- Step 1** Choose **System > CTI Ports**. The System CTI Ports window appears containing a list of CTI ports configured on Cisco Unity Express displays.
- Step 2** To use a CTI port for Cisco Unity Express, leave the box next to it checked. To remove it from use by Cisco Unity Express, uncheck the box next to it. If you make changes, click **Apply** to save; unchecked ports will be deleted.
- Step 3** To import all the CTI ports that are configured on the Cisco Unified Communications Manager associated with the current Java Telephony API (JTAPI) user, click **Expand** to also show available ports on Cisco Unified Communications Manager. A list of all CTI ports displays. To use a port for Cisco Unity Express, check the box next to the port and click **Apply**.
- Note** The maximum number of CTI ports that can be used concurrently by Cisco Unity Express depends on your user license.
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