Synchronizing Cisco Unified Communications Manager Express with Cisco Unity Express

Use this procedure to synchronize information stored in Cisco Unified Communications Manager Express (CME) with information stored in the Cisco Unity Express database.

Cisco Unity Express has two types of synchronization:

- Automatic synchronization: Occurs without user input. Updates Cisco Unity Express with message waiting indicator (MWI)-related configuration changes that occur on Cisco Unified CME.

- Manual synchronization: Necessary to cause new users and user changes, changes to the voice-mail pilot number, and CFNA/CFB changes to propagate from Cisco Unified CME to Cisco Unity Express.

You can update the following fields:

- User creation

- Primary extension

- Mailbox

- Administrator

- CFNA/CFB

Manual Synchronization

Use this procedure to perform manual synchronization.

Step 1   Choose **Administration > Synchronize Information**. The Administration Synchronize Information window appears. The system automatically displays any unsynchronized information.

Step 2   Synchronize these databases by checking the box next to any number of User IDs and clicking **Synchronize**. The Synchronization Summary window appears and shows auto-generated authentication information. Any unsuccessful synchronization attempts are also shown. To see details of the failure, click **View/Hide Details** next to the parameter.

Step 3   In the User ID field, create and synchronize users on Cisco Unity Express by checking the boxes of the selected users and clicking **Synchronize**. The Synchronization Summary window appears with the auto-generated authentication information.