Configuring the Cisco Unified Communications Manager System

Use this procedure to modify the Java Telephony API (JTAPI) provider (on Cisco Unified Communications Manager) information in Cisco Unity Express.

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Note   Any changes to the JTAPI provider on Cisco Unified Communications Manager require a software reload of Cisco Unity Express. You must save your Cisco Unity Express configuration and reload for the changes to take effect.

Use this procedure to configure the Cisco Unified Communications Manager (CUCM).

Step 1   Choose **Configure** > **Communications Manager**. The Configure CUCM window appears.

Step 2   Enter the information in the following fields:

- Primary Communications Manager—IP address or hostname of the primary Cisco Unified Communications Manager system.

- Secondary Communications Manager—IP address or hostname of the first alternate Cisco Communications Manager system.

- Tertiary Communications Manager—IP address or hostname of the second alternate Cisco Unified Communications Manager system.

- Web User Name—Username to log in to the Cisco Unified Communications Manager system.

- Web Password—Password to log in to the Cisco Unified Communications Manager system.

- JTAPI user ID and password

Step 3   Click **Apply** to save the information.

Step 4   Click **Verify** to test the connection between Cisco Unified Communications Manager and Cisco Unity Express.

Step 5   Click **Reload Unity Express** to reload the software after you make configuration changes.