



Configuring Groups

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Group Fields

[Table 8](#) lists the fields on the Groups page.

Table 8 **Group Parameters**

Parameter	Description
Group ID	Alphanumeric user identifier.
Full name	Long name of the group as it should appear on telephone displays.
Description	Description of the group. The word “group” is automatically added to the Group ID entry.
Primary Extension	Primary extension of the group’s general-delivery mailbox.
Primary E.164 Number	Full telephone number and area code associated with this group.
Fax Number	Fax number associated with this group.

Viewing a List of Groups

Procedure

Step 1 Choose **Configure > Groups**.

The system displays the Configure Groups page, containing the following fields:

- [Group ID](#)
- Display Name
- [Primary Extension](#)
- Privileges

Step 2 To see a different number of groups on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, 100, or all groups.

Step 3 To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.

Step 4 To sort groups, click any of the headers.

Step 5 To find a group, click **Find**.

The system displays the Find page.

Step 6 Enter the search criteria in one or more fields and click **Find**.

The system displays the Configure Groups page with the results of your search.

Adding a New User Group

Configuring one or more groups is optional. Many organizations find that having a mailbox for a group, called a general-delivery mailbox, is very convenient. Members of a group can retrieve voice messages left in the general-delivery mailbox. For example, a Customer Service mailbox could be configured to receive messages from customers, and anyone assigned to a Customer Service group could retrieve the messages. Members of the general-delivery mailbox can be individual users or other groups. Individual users also have their individual mailboxes, and groups that are members of another group have their own mailboxes.

Before You Begin

Determine the [Primary Extension](#) to be assigned to the group. Ensure that this extension is active.

Procedure

Step 1 Choose **Configure > Groups**.

The system displays the Configure Groups page.

- Step 2** Click **Add**.
The system displays the Add a New Group page.
- Step 3** Enter information into the fields shown below:
- [Group ID](#)
 - [Full name](#)
 - [Description](#)
 - [Primary Extension](#)
 - [Primary E.164 Number](#)
 - [Fax Number](#)
- Step 4** Check the check box next to the capabilities that you want this group to have. See [About Capabilities](#).
- Step 5** Click **Add**.
The system displays the Configure Groups page, with the new group in the table.
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Deleting a Group

Deleting a group also deletes the group's mailbox but it does not delete the members of the group.

Procedure

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- Step 1** Choose **Configure > Groups**.
The system displays the Configure Groups page.
- Step 2** Check the check box next to the name of the group that you want to delete.
- Step 3** Click **Delete**.
- Step 4** At the prompt, click **OK** to delete the group.
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Subscribing Members or Owners to a Group

When you add members to a group, each member has access to the voice messages that are stored in that group's mailbox.

A group owner has control of the group's mailbox, but cannot access the group's messages. To access messages, the group owner must also be a member of the group.

Procedure

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- Step 1** Choose **Configure > Groups**.
The system displays the Configure Groups page.
- Step 2** Check the check box next to the name of the group to which you are adding new members.

- The system displays the Group Profile page, containing current information about the group.
- Step 3** Click **Owners/Members**.
- The system displays all members of the group.
- Step 4** To add a new member, click **Subscribe Member**. To add a new owner, click **Subscribe Owner**.
- The system displays the Find page.
- Step 5** Under type, select either users or groups. Enter the [User ID](#) or [Group ID](#), Name or [Description](#), and Extension of the person or group that you want to add to this group. All fields are optional.
- Step 6** Click **Find**.
- The system displays all users or groups that meet the search criteria.
- Step 7** Do one of the following:
- Add one or more members to the group by checking the box next to each selected member's name and clicking **Select Rows**. The system displays the Group page with the new member added.
 - Look for other people to add by clicking **Back to Find** without checking a box next to any name. The system displays the Find page. Return to [Step 5](#) and continue.
- Step 8** To add more members to the group, repeat [Step 4](#) through [Step 7](#).
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Unsubscribing Members and Owners from a Group

Restriction

Only group owners can delete members and owners.

Procedure

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- Step 1** Choose **Configure > Groups**.
- The system displays the Configure Groups page.
- Step 2** Check the check box next to the name of the group that you want to manage.
- The system displays the Group Profile page, containing information about the group.
- Step 3** Click **Owners/Members**.
- The system displays all members and owners of the group.
- Step 4** Check the check box next to the name of each member or owner who you want to unsubscribe from this group.
- Step 5** Click **Unsubscribe**.
- The system displays the Group Members page with the members or owners removed.
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Displaying or Modifying Group Parameters

Procedure

- Step 1** Choose **Configure > Groups**.
The system displays the Configure Groups page.
- Step 2** Check the check box next to the name of the group that you want to view or modify.
The system displays the Group Profile page for this group, with the following fields:
- [Group ID](#)
 - [Full name](#)
 - [Description](#)
 - [Primary Extension](#)
 - [Primary E.164 Number](#)
 - [Fax Number](#)
- Step 3** Check the check box next to the superuser capability if you want this group to have superuser capabilities. See [About Capabilities](#).
- Step 4** To edit these fields, enter the new information and click **Apply**.
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Viewing Group Membership in Another Group

Procedure

- Step 1** Choose **Configure > Groups**.
The system displays the Configure Groups page.
- Step 2** Check the check box next to the name of the group that you want to display.
The system displays the Group Profile page for that group.
- Step 3** Click the **Owner/Member of Groups** tab.
- Step 4** To see a different number of groups on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, 100, or all groups.
- Step 5** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
- Step 6** To sort groups, click any of the headers.
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Modifying Group Ownership and Membership in Other Groups

A group has its own set of members, but a group can also be assigned as a member or an owner of one or more other groups. If a group is assigned as an owner of another group, any individual member of the owner group has privileges as an owner of the owned group. For example, if the Administrator group is added as an owner of the Technical Support group, any individual member of the Administrator group can add, modify, or delete members of the Technical Support group. Additionally, individual users that do not belong to another group can be added as owners of the Technical Support group.

Procedure

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- Step 1** Choose **Configure > Groups**.
The system displays the Configure Groups page.
 - Step 2** Click the name of the group whose membership you want to modify.
The system displays the Group Profile page for that group.
 - Step 3** Click **Owner/Member of Groups**.
The system displays the Owner/Member of Groups page.
 - Step 4** To see a different number of groups on each page, on the top right, choose another number from the drop-down box and click **Go**. You can choose to see 10, 25, 50, 100, or all groups.
 - Step 5** To move to another page, use the left and right arrow buttons on the bottom right, or enter another page number and press **Enter**.
 - Step 6** To sort groups, click any of the headers.
 - Step 7** To designate your group as an owner of another group, click **Subscribe as owner**. To subscribe your group as a member of another group, click **Subscribe as member**.
The system displays the Find page.
 - Step 8** Enter the group ID, description, or extension of the groups that you want to find.
 - Step 9** Click **Find**.
The system displays all the groups that meet the search criteria.
 - Step 10** To select one or more groups, click the box next to each group's name and click **Select Rows**.
The system adds the new groups to the list of groups on the Owner/Member of Groups page.
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About Capabilities

You can assign capabilities to groups. The Cisco UMG system has only one capability and that is superuser. This [capability](#) gives administrator privileges to any users in this group.