



Cisco Unified Quick Connect User Guide

Release 4.4

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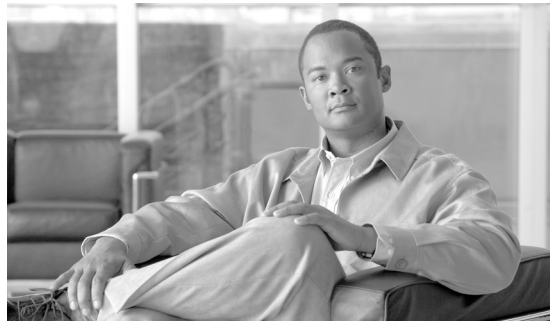
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Preface

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain additional information.

This section includes these topics:

- [Overview, page iii](#)
- [Audience, page iii](#)
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Overview

This document provides information about installing Cisco Unified Quick Connect in a co-resident installation (with Cisco Unified Application Environment) or in a standalone installation.

Audience

This guide is intended for administrators and who want to install Unified Quick Connect in a co-resident installation (with Cisco Unified Application Environment) or in a standalone installation.

Organization

This guide is organized as follows:

Chapter 1, “Overview”	Provides an overview of Cisco Unified Quick Connect components, system requirements, and Unified Quick Connect Directory.
Chapter 2, “Using Quick Connect”	Describes how to use Quick Connect features and functions after installation.
Chapter 3, “Configuring Quick Connect”	Provides configuration details to change Directory settings.

Related Documentation

Table 1 provides links to related product documentation.

Table 1 **Product Documentation**

Related Information	URL
<i>Cisco Unified Quick Connect Administration Guide, Release 4.4</i>	http://www.cisco.com/en/US/products/ps10347/prod_maintenance_guides_list.html
<i>Administration Guide for the Cisco Unified Application Environment, Release 2.5</i>	http://www.cisco.com/en/US/products/ps7058/prod_maintenance_guides_list.html
<i>Cisco Unified Quick Connect Release Notes, Release 4.4</i>	http://www.cisco.com/en/US/products/ps10347/prod_release_notes_list.html

Other Resources

The table below lists the additional resources available to developers who want to use the Cisco Unified Application Environment to create and run applications.

Resource Name	Resource Description and URL
<i>Cisco Developer Community - Cisco Unified Application Environment home page.</i>	The Cisco Unified Application Environment home page. Contains links to all developer resources, including forums, blogs, our wiki and more. http://developer.cisco.com/web/cuae/home
<i>Cisco Unified Application Environment Wiki</i>	Access and contribute to installation instructions, example applications, How-to articles, and more. http://developer.cisco.com/web/cuae/wikidocs
<i>Cisco Unified Application Environment Forums</i>	View the latest posts and subscribe to the developer forum, the announcements forum, the beta forum, or the general interest forum. http://developer.cisco.com/web/cuae/forums
<i>Developer IRC Channel</i>	Developer chat group. To participate, join our IRC channel, #cuae on Dalnet (irc.dal.net).

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <i>screen font</i> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .

Convention	Description
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.



CHAPTER 1

Overview

Cisco Unified Quick Connect allows you to access your global address book from your Cisco Unified IP Phone and provides Push-to-talk functionality.

This chapter contains these topics:

- [Components, page 1-1](#)
- [System Requirements, page 1-2](#)
- [About Unified Quick Connect Directory, page 1-3](#)

Components

Unified Quick Connect consists of the following components:

- [Unified Quick Connect Directory Search and Push-to-Talk Applications, page 1-1](#)
- [Unified Quick Connect Server, page 1-2](#)
- [Unified Quick Connect Web Admin, page 1-2](#)

Unified Quick Connect Directory Search and Push-to-Talk Applications

Using your Cisco Unified IP Phone, you can quickly search multiple address books, find users, see if they are on the phone before establishing a Push-to-Talk broadcast. The Cisco Unified Wireless IP Phone 7921G ([Figure 1-1](#)) is one of the Cisco Unified IP Phones that supports creating a Push-to-Talk session with other wireless and wired Cisco Unified IP Phones.

Figure 1-1 Cisco Unified Wireless IP Phone 7921G



Push-to-Talk functionality includes the following features:

- One-to-many (Groups) or one-to-one PTT initiated from Cisco Unified IP Phones
- Ability to select groups from existing enterprise directories (MS-AD, LDAP, SQL)
- Support for presence based PTT: if users are on the phone, they will not be interrupted (optional)
- Support for wireless and wired Cisco Unified IP Phones
- Ability to configure your phone for one-button Push-to-Talk invocation
- Cisco Unified Wireless IP Phone 7921G utilizes a dedicated PTT button on left side of phone and can use softkey invocation. Other Cisco Unified IP Phones can be configured as a speed dial or started from the Services menu.

Unified Quick Connect Server

The Unified Quick Connect Server connects directory servers and IP-PBXs, and enables access to Push-to-Talk capabilities on Cisco Unified IP Phones.

Unified Quick Connect Web Admin

The Unified Quick Connect Web Admin allows the administrator to configure, manage, and customize Unified Quick Connect.

System Requirements

You must have one of the following Cisco Unified IP Phones:

- Cisco Unified IP Phone 7975G
- Cisco Unified IP Phone 7971G-GE
- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7965G
- Cisco Unified IP Phone 7962G
- Cisco Unified IP Phone 7961G
- Cisco Unified IP Phone 7961G-GE

- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7942G
- Cisco Unified IP Phone 7941G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7931G (SCCP only)
- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7906G

The supported phone loads are described in the *Cisco Quick Connect Administration Guide*.

About Unified Quick Connect Directory

This guide provides step-by-step instructions on how to perform the actions:

- Access your global address book from your phone.
- Search for users and groups in your global address book.
- Use Push-to-talk functionality from the Cisco Unified IP Phones.
- Configure directory options.



CHAPTER 2

Using Quick Connect

After Quick Connect has been installed, you can begin using its features and functions. The following features are described:

- [Accessing Quick Connect Phone Features, page 2-1](#)
- [Searching for Users and Groups, page 2-2](#)
- [Establishing a Push-to-Talk Session, page 2-7](#)

Accessing Quick Connect Phone Features

To access Quick Connect Phone features:

Procedure

- Step 1** Select the **Directory** icon on your Cisco Unified Wireless IP Phone 7921G ([Figure 2-1](#)) by pressing up on the Navigation button. On other Cisco Unified IP Phones, select the Directories key to display the Cisco Directory options.

Figure 2-1 Directory Icon on the Cisco Unified Wireless IP Phone 7921G



- Step 2** Select **Directory Services**.
- Step 3** Use the up and down arrows to scroll through the Directory options. The first options ('Missed Calls', 'Received Calls', and 'Placed Calls'; and, on some phones, 'Intercom History', 'Phone Book', and 'Speed Dials') are pre-defined. The remaining options are Quick Connect Phone features.

Option Name	Description
Global Directory	Allows you to search your company's global address book by first or last name, group name, or phone number.
Directory Options	Allows you to configure Quick Connect options. For example, you can set up Quick Connect to use a pre-defined search method, or preview a broadcast before sending it.

Option Name	Description
Log Out	Allows you to log out of the directory.
Last Search Result	Displays the results of the last directory search.

Step 4 Scroll to the feature you want to use, then click **Select** to use the feature or view related options.

Searching for Users and Groups

Use Quick Connect Unified IP Phone to search your address book(s) for individuals or groups by first name, last name, group name, partial name, or phone number.

About Your Global Address Book

Quick Connect provides you with access to a “global” directory that is set up by your System Administrator and includes the names and office phone numbers of your company’s employees. In Quick Connect, this directory is listed on your phone screen as Quick Connect Directory or Global Directory, as designated by your System Administrator.

Understanding Search Modes

Quick Connect provides search modes to help with your search. The default search mode is called “regular”; you can switch to and from any of the other search modes at any time. Quick Connect provides the following search modes:

- **Smart Search:** Allows you to press a single button on the phone keypad to search for all characters associated with that button. For example, if you press **2** on your phone’s keypad in Smart Search mode, Quick Connect displays all the contacts in your address book that begin with A, B or C.
- **Predictive Search:** Returns search results as you type search criteria. For example, if you press the **4** key, Quick Connect will immediately start listing entries that start with the letters G,H, I, and with the number 4. This is useful for large directories where you want to receive immediate results and modify search criteria upon seeing results.



Note

Predictive Search includes Smart Search capability. When selecting Predictive Search, you will notice that the Smart Search mode also becomes selected. Turning off Smart Search mode also disables Predictive Search.

- **Regular Search:** The Directory default search mode is called “regular” and does not appear in your list of Quick Connect Directory Search Options. This mode is active until you turn one of the other modes on. In Regular Search mode, you can use the numbers on your phone keypad to search the directory by name or number. This is a manual search mode. For example, to search for names beginning with “B,” you will need to press the **2** key twice. To perform the same search in Smart mode, you must enter the 2 key once to have Quick Connect return results for all of the letters associated with that key.

For instructions on how to change search modes, see [Chapter 3, “Configuring Quick Connect”](#).

The sample search below shows how to perform a partial name Regular Search using the Global Directory (called Quick Connect Directory in the example below).

To search the Quick Connect Directory:

Procedure

- Step 1** Select the search mode you want to use. For instructions, see [Chapter 3, “Configuring Quick Connect”](#).
- Step 2** Start the Quick Connect application by selecting the **Directory** icon on your Cisco Unified IP Phone.



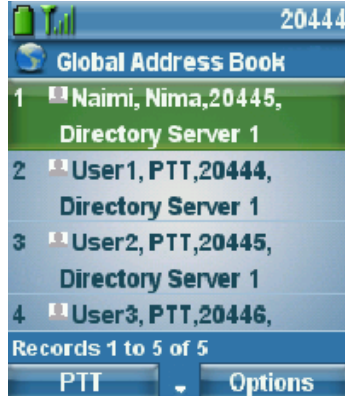
Note The Directory service is already configured to reference to the Quick Connect phone interface application (refer to the *Cisco Unified Quick Connect Administration Guide* for Cisco Call Manager configuration requirements).

- Step 3** Select **Directory Services**.
- Step 4** To search your company’s global directory, click **Global Directory** from the list of Cisco Directory options. If prompted, enter login information and passcode information.
- Step 5** In the Directory Search screen ([Figure 2-2](#)), enter a first or last name, or a partial name. In this example, we want to find Aleksey’s number. Since we are not sure how to spell his name, we just enter “ale” in the First Name field.

Figure 2-2 Quick Connect Directory Search Screen



- Step 6** Select **Search** to search the global directory and display the results ([Figure 2-3](#)).

Figure 2-3 Search Results**Note**

Individuals are designated by the icon shown in [Figure 2-4](#), and groups are identified by the icon shown in [Figure 2-5](#).

Figure 2-4 Icon for Individuals**Figure 2-5 Icon for Groups****Note**

If more than one person or group matches your search criteria, scroll down to select from the list of candidates or press the **More** key to see more results. If the search criteria you enter does not produce any records, click **Back** to begin another search. Very long user names may be truncated to fit on the phone screen.

Sample Smart Search

The sample search below shows how to perform a partial name Smart Search using the Global Directory. To search the Quick Connect Directory:

Procedure

- Step 1** Select the search mode you want to use. For instructions, see [Chapter 3, “Configuring Quick Connect”](#).
- Step 2** Start the Quick Connect application by selecting the **Directory icon** on your Cisco Unified IP Phone.
- Step 3** Select **Directory Services**.

- Step 4** To search your company's global directory, click **Global Directory** from the list of Cisco Directory options. If prompted, enter login information and password information.
- Step 5** In the Quick Connect Directory Search screen, enter a first or last name, or a partial name. In this example, we want to find Aleksey's number. Since you are using Smart Search, simply enter "AJD" in the First Name field.

Figure 2-6 Quick Connect Directory Search Screen



- Step 6** Select **Search** to search the Quick Connect Directory and display the results. Quick Connect Smart Search will return all first names that match: A-J-D, A-J-E, A-J-F, B-J-D, B-J-E, B-J-F, C-J-D, C-J-E, C-J-F, A-K-D, A-K-E, A-K-F, B-K-D, B-K-E, B-K-F, C-K-D, C-K-E, C-K-F, A-L-D, A-L-E, A-L-F, B-L-D, B-L-E, B-L-F, C-L-D, C-L-E, C-L-F. Only the items in bold are found in the directory and returned as search results. In this example, Quick Connect Smart Search allows you to perform over 25 simultaneous search types with only 3 button presses on the IP phone.

Figure 2-7 Search Results



Note

Individuals are designated by the icon shown in [Figure 2-8](#), and groups are identified by the icon shown in [Figure 2-9](#).

Figure 2-8 Icon for Individuals**Figure 2-9** Icon for Groups**Note**

If more than one person or group matches your search criteria, scroll down to select from the list of candidates or press the **More** key to see more results.

Sample Predictive Search

Quick Connect Predictive Search provides faster searching by dynamically returning search results as you are entering search criteria. It also provides greater flexibility by allowing you to quickly change search criteria mistakes or changes without having to go back to a different screen.

The sample search below shows how to perform a partial name Predictive Search using the Global Directory.

To perform a Quick Connect Predictive Search:

Procedure

-
- Step 1** Select the search mode you want to use. For instructions, see [Chapter 3, “Configuring Quick Connect”](#).
 - Step 2** To search your company’s global directory, choose **Global Directory** from the list of Cisco Directory options. If prompted, enter login information and password information.
 - Step 3** A list of all users and groups from the selected directory appears.
 - Step 4** Enter the phone keypad buttons associated with the person or group’s name (first or last). In this example, we want to find Aleksey’s number. Enter **253** to search for “A-L-E”. Quick Connect Predictive Search will immediately return all users and groups who match this criteria:

Quick Connect Predictive Search will return all first names that match: A-J-D, A-J-E, A-J-F, B-J-D, B-J-E, B-J-F, C-J-D, C-J-E, C-J-F, A-K-D, A-K-E, A-K-F, B-K-D, B-K-E, B-K-F, C-K-D, C-K-E, C-K-F, A-L-D, **A-L-E**, A-L-F, B-L-D, B-L-E, B-L-F, C-L-D, C-L-E, C-L-F. Only the items in bold are found in the directory and returned as search results. In this example, Quick Connect Predictive Search allows you to perform over 25 simultaneous search types with only 3 button presses on the IP phone.

From this example, you can see that Quick Connect Predictive provides much faster overall search since you receive results at the same time that you are entering search criteria. Quick Connect Predictive Search also allows you to quickly change search criteria mistakes or changes without having to go back to a different screen.

**Note**

Individuals are designated by the icon shown in [Figure 2-10](#), and groups are identified by the icon shown in [Figure 2-11](#).

Figure 2-10 *Icon for Individuals*



Figure 2-11 *Icon for Groups*

**Note**

If more than one person or group matches your search criteria, scroll down to select from the list of candidates or press the **More** key to see more results.

Establishing a Push-to-Talk Session

A push-to-talk session is a live broadcast session between two or more participants. To establish a push-to-talk session:

Procedure

Step 1 Highlight the name of the person or group you want to create the session with. See [Searching for Users and Groups, page 2-2](#) for instructions on searching for users and groups.

Step 2 Select the **PTT** softkey.

Once invoked, the Push-to-Talk application broadcasts the first application screen to the organizer's IP phone, as shown in [Figure 2-12](#).

Figure 2-12 *Push-to-Talk Application Screen*



Once the user selects the **Push-to-Talk** (PTT) button on their phone (located on the left hand side of the phone), Quick Connect initiates the push to talk session between the organizer and the recipients. The organizer will see an audio indicator on the lower right hand side of their phone and hear an audible indicating the start of the audio session.

Figure 2-13 Push-to-Talk Screen with Audio Indicator



The recipients will see a similar screen on their phones and will hear an audible tone, except that the direction of the audio path will be reversed (depicting incoming audio).

Step 3 The organizer establishes the session in one of the following ways:

- The organizer holds the **PTT** button (the uppermost button on the left side of the phone).
- The organizer presses and releases the **PTT** button.



Note

Until the organizer performs one of the above methods, none of the recipients can ‘PTT back’ to the organizer (when they press the **PTT** button, Quick Connect ignores the request).

Once the Organizer releases the **PTT** button (if the session was established by holding the PTT button), or presses and releases the **PTT** button (if the session was established in that manner) the audio session is stopped on both sides. An audible tone is sent to organizer and all recipients to inform them that the audio path has been stopped.



Note

Any recipient can press the **PTT** on the left of the phone to talk to the PTT group that has been initiated. Until users (both the organizer and the participants) push the Exit softkey button, they can continue to use their respective PTT button to re-establish the same audio session with the same group and communicate between the organizer and the rest of the recipients.

User Presence and PTT Sessions

Presence status: if any of the participants are currently ‘on the phone’, and the template selected honors the current status of the users, the PTT session will not barge-in to the users conversation until the user is ‘off the phone again’.

Using or not using presence is configurable. Refer to *Customizing Presence related parameters* in *Chapter 6, Customizing Quick Connect* of the *Quick Connect Administration Guide* for details.



CHAPTER 3

Configuring Quick Connect

Use the Directory Options screen to change the Directory settings, as described in the following sections:

- [Accessing Quick Connect Directory Options, page 3-1](#)
- [Using Quick Connect Search Options, page 3-2](#)
- [Setting Broadcast Options, page 3-2](#)
- [Creating a Shortcut, page 3-3](#)
- [User Shortcut Management, page 3-3](#)
- [User Custom Groups, page 3-4](#)

Accessing Quick Connect Directory Options

To access the Quick Connect Directory Options screen:

Procedure

- Step 1** Select **Directory Options** from the Cisco DIRECTORY.
 - Step 2** Enter your login credentials, if prompted.
 - Step 3** The Directory Options screen displays the available Quick Connect Directory options. Click on an option to view and change settings for that option.
 - Step 4** Click **Exit** to return to the directory.
-

Using Quick Connect Search Options

The Quick Connect Directory provides the following search modes: regular (the default mode), Smart, and Predictive. For detailed descriptions of each, see [Chapter 2, “Using Quick Connect”](#). The following procedure below describes how to activate and deactivate the search modes.

Activating and Deactivating a Search Mode

To activate and deactivate a search mode:

Procedure

- Step 1** From the Quick Connect Directory Options, select **Quick Connect Search Options**.
- Step 2** Select the search option you want to activate (this highlights the option), then click **On**.
- Step 3** This immediately returns you to the Quick Connect Directory Options screen. To verify that the selected search is “on,” click Quick Connect Search Options, which displays the Quick Connect Search Options screen. As you can see, Quick Connect has put an X in the search field, and has identified the mode as (On).

You can now to the Quick Connect Directory and perform the search as desired. To deactivate the search mode, simply select the mode again and click **Off**. This returns the search mode to “regular” (unless you turn a different search mode on).

Setting Broadcast Options

The Broadcast Options screen lists the broadcast templates that are available to use when establishing a Push-to-Talk session. These templates have been configured by your System Administrator.

To select the broadcast template you want to use:

Procedure

- Step 1** Select Broadcast Options from the Quick Connect Directory Options screen.
This displays the Quick Connect Templates screen.
- Step 2** Do one of the following:
- Press **Preview** to review the broadcast on your phone before choosing it. This allows you to see how the broadcast will look on recipient screens.
 - Press **Select** if you want to use the template. This is the template that will be sent when you create a Push-to-Talk session.
-

Creating a Shortcut

After establishing a Push-to-Talk session, the session automatically appears as a shortcut at the end of the list of options after selecting the **Directory**. To save the shortcut and reuse it through User Shortcut Management, perform the following steps:

Procedure

Step 1 Select **Select**.

Step 2 Select **Options**.

Step 3 Select **Save**.

The shortcut is saved and can be reused or deleted as described in [“User Shortcut Management”](#).

User Shortcut Management

Shortcuts are saved Push-to-Talk sessions. When you save a session, it is available for reuse from the User Shortcut Management screen on your IP phone.

To reuse a shortcut:

Procedure

Step 1 From the Quick Connect Directory Options menu, select **User Shortcuts Management** and press **Select**.

Step 2 This displays the Quick Connect Shortcuts screen, which lists all of the Push-to-Talk session you have saved.

Step 3 You can take any of the following actions from this screen:

- Highlight a Push-to-Talk session and click **Select** to send the Push-to-Talk session.
 - Highlight a Push-to-Talk session and click **Delete** to remove the Push-to-Talk session from the list of shortcuts.
 - Click **DelAll** to delete all of the Push-to-Talk sessions at once.
 - Press **Back** to exit the screen.
-

User Custom Groups

A user can create a custom group in the Unified Quick Connect directory that consists of selected users or groups from any directory that user can access. This feature is useful when users want to create a group that consists of users or groups that are different from groups already established in the directory, or you want to select users and groups from a number of different directories. Users can create any number of custom groups.

Example

User John must send regular broadcasts to a select group of users and groups. The recipients of his broadcasts must include every member of the Engineering and Marketing groups (which are already present in the directory) as well as two other users who do not belong to those groups. John plans to create the following custom group:

- Custom group name: John's Daily Broadcast.
- Users and groups in the custom group: Engineering (a group), Marketing (a group), James (a user who is not in any group), Mary (a user who is not in any group).

When John creates this custom group, it will be available for access only from his IP phone. John can also create additional custom groups.

Accessing User Custom Groups

To access User Custom Groups:

-
- Step 1** From the Directory Options menu, select **User Custom Groups** and press **Select**.
- Step 2** This displays the User Custom Groups screen, which lists the custom groups that have been created, or displays the message "No Records Found" if no custom groups have been created.
- Step 3** After selecting a group, you can perform any of the following actions:
- **Edit** the name of an existing User Custom Group.
 - Display the **Details** for the group. This displays the list of users and groups in the custom group.
 - Click **Delete** to delete a custom group without confirmation
 - Click **DelAll** to delete all existing custom groups.
 - Click **New** to create a new custom group.
 - Press **Back** to exit the screen
-

Creating a New Custom Group

To create a new custom group:

Procedure:

-
- Step 1** From the User Custom Groups screen, select **New** to create a new custom group.
- Step 2** This displays the New Custom Group screen, where you can name and create a custom group.
- Step 3** Enter a name for the custom group and click **Submit**. After creating the group, it functions the same as any other group in the directory. You can now add users or groups to the custom group.
-

Adding Users and Groups to a Custom Group

A custom group can consist of any number of users and groups from any directory that you can access. There are a few limitations:

- You cannot add one custom group to another custom group.
- When you add a group to a custom group, and that group has a nested group within it, users in the nested group will not receive any communications applied to the custom group. For example, users in the nested group will not receive a broadcast that is sent to the custom group.

To add users and groups to a custom group:

Procedure:

-
- Step 1** From the User Custom Groups screen, select a custom group.
- Step 2** Select **Details**. The users and groups in the custom group are displayed.
- Step 3** Select **Add**.
- Step 4** Enter the search criteria and select **Search**.
- Step 5** Search for the user or group that you want to add.
- Step 6** Select **AddMore** to add more users one at a time, or use **AddAll** to add all users in the search results.
- Step 7** The user or group is added to the custom group, and the total number of records in the custom group is displayed. For example, “Records 1 to 3 of 3”.
- Step 8** Repeat steps 5-6 for adding more users and groups to the custom group.
-

Searching for User Custom Groups

User Custom Groups can be searched for in the directory the same as regular groups.

See [“Searching for Users and Groups”](#).

Working with Custom Groups

You apply features to members of your custom group the same way as any other group, including dialing the custom group, displaying the details for the custom group, sending a broadcast to the custom group.

Refer to the appropriate sections of the user guide for more information.

**Note**

If at the time you define users or groups for a custom group those users or groups were added from a specific directory, you are assumed to have a working connection to that directory. If later the connection to that directory is not available, the data for those group members are not going to be available. This affects applying any feature (such as displaying Details) that requires access to directory data. Users or groups in unavailable directories are identified by an icon with a question mark beside it.



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