



Configure Groups

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View List of Groups

Use this procedure to view a list of groups:

Choose **Configure > Groups**. The **Configure Groups** window appears and contains the following fields:

- **Group ID**—By default, the group list is sorted alphabetically by group ID. To sort from Z to A, click **Group ID**.
 - **Display Name**—To sort by description in alphabetical order, click **Display Name**. To sort from Z to A, click **Display Name** again.
 - **Primary Extension** for the group's general-delivery mailbox. To sort numerically by primary extension, click **Primary Extension**. To sort from high to low, click **Primary Extension** again.
 - **Privileges**—Lists the various specified group privileges that have been assigned.
 - Use the dialog box to change the number of rows displayed per window.
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Add a New User Group

Use this procedure to create a new group to which users can belong.

Before you begin

Configuring one or more groups is optional. Many businesses 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.

Be sure to have the following information available:

- The Extension number to be assigned to the group. Ensure that this extension is active.
- The maximum number of seconds for voice messages that this mailbox can hold.
- The maximum length, in seconds, for any voice message that is stored in this mailbox.
- The length of time, in days, that messages can remain in this mailbox.

Step 1 To add a new user group, choose Configure > Groups. The Configure Groups window appears.

Step 2 Click Add. The Add a New Group window appears.

Step 3 Enter information into the fields shown below:

- Group ID
- Full Name
- Description—The word “group” is automatically added to the Group ID entry. You can add more text to this description.
- Primary Extension for the group’s general-delivery mailbox
- Primary E.164 number
- Fax number

Step 4 Click to create mailbox—Click to create a general-delivery mailbox for this new group. See [Add a New Mailbox](#).

Capabilities

Check the boxes for capabilities, or privileges, to assign to the group. See Privileges for detailed information.

Step 5 Click **Add**. The Add a New Mailbox window appears. Enter or select the following information:

- Owner
- Description—Description of the mailbox.
- Zero-out number (operator assistance)
- Mailbox Size

- Maximum Caller Message Size
- Message Expiry Time
- Play Tutorial
- Allow Login Without PIN
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox.
- Fax enabled
- Enable notification for this user or group

See [Configure Mailboxes](#) for more information.

Step 6 To save the information, click Add. The Configure Groups window reappears with the new Group ID in the table.

Subscribe Members to a Group

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

Step 1 Choose **Configure > Groups**. The Configure Groups window appears.

Step 2 Click the name of the group to which you are adding new members. The Group Profile window appears. Current information about the group is displayed in the fields.

Step 3 Click **Owners/Members**. The window displays all members of the group.

Step 4 To add a new member, click **Subscribe Member**. The Find window appears.

Step 5 Enter the ID, name, or extension of the person or group that you want to add to this group. All fields are optional.

Step 6 **Click Find**. All users that meet the search criteria appear.

Step 7 Remaining in the Find window, 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 click **Select Rows**. The Group window appears with the new member added.
- Look for other people to add but clicking **Back to Find** without checking a box next to any name. The Find window appears. Return to [Step 5, on page 3](#) and continue.

Step 8 To add more members to the group, repeat [Step 4, on page 3](#) through [Step 7, on page 3](#).

Subscribe Owners to a Group

Use this procedure to add owners to a group. Each owner of a group has control of the group's mailbox, but cannot access the group's messages unless he is a member of the group.

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- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group to which you are adding new owners. The Group Profile window appears. Current information about the group is displayed in the fields.
- Step 3** Click **Owners/Members**. The window displays all members and owners of the group.
- Step 4** To add a new owner, click **Subscribe Owner**. The Find window appears.
- Step 5** Enter the ID, name, or extension of the person or group that you want to add as the owner of this group. All fields are optional.
- Step 6** Click **Find**. All users that meet the search criteria appear.
- Step 7** Remaining in the Find window, do one of the following:
- Add one or more owners to the group by clicking the box next to each selected owner's name and click **Select Rows**. The Group window appears with the new owner added.
 - Look for other people to add by clicking **Back to Find** without clicking a box next to any name. The Find window appears. Return to [Step 5, on page 4](#) and continue.
- Step 8** To add more owners to the group, repeat [Step 4, on page 4](#) through [Step 7, on page 4](#).
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Unsubscribe Members and Owners from a Group

Use this procedure to unsubscribe members and owners from a group. You must be an owner of a group to delete members and owners.

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- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group that you want to manage. The Group Profile window appears. Current information about the group is displayed in the fields.
- Step 3** Click **Owners/Members**. The window displays all members and owners of the group.
- Step 4** Click the box next to the name of each member or owner you want to delete.
- Step 5** Click **Unsubscribe** to delete these members or owners. The Group Members window reappears with the members or owners removed.
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Display or Modify Group Parameters

Use this procedure to display or modify group parameters.

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- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group that you want to view or modify. The Group Profile window for this group appears with the following fields:
- Group ID

- Full Name
- Description—The word “group” is automatically added to the Group ID entry. You can add more text to this description.
- Primary Extension for the group’s general-delivery mailbox
- Primary E.164 number
- Fax number
- Enable notification for this group (see [Configure Message Notification](#))

The available Privileges fields are displayed.

Step 3 To edit these fields, enter the new information and click **Save**.

View Owners and Members of a Group

Use this procedure to view owners and members of a group.

- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the group name that you want to view. The Group Profile window for this group appears.
- Step 3** Click the **Owners/Members** tab to see the users who are owners or members of this group. The Owners/Members window appears with the fields listed in the table. Click any column heading to sort by that subject.
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View Group Membership in Another Group

Use this procedure to view the current group's membership in another group.

- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the group name that you want to display. The Group Profile window for that group appears.
- Step 3** To display the groups to which the group is subscribed, or the groups that this group owns, click the **Owner/Member of Groups** tab. The Owner/Member of Groups window appears with the fields listed in the table. Click on any column heading to sort by that subject.
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Modify 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.

Use this procedure to modify a group's ownership and membership in other groups.

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- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click the name of the group whose membership you want to modify. The Group Profile window for this group appears.
- Step 3** Click **Owner/Member of Groups**. The Owner/Member of Groups window appears.
- Step 4** 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 Find window appears.
- Step 5** In the Find window, enter the group ID, description, or extension of the groups that you want to find.
- Step 6** Click **Find**. All groups that meet the search criteria appear.
- Step 7** To select one or more groups, click the box next to each group's name and click **Select Rows**. The new groups are added to the list of groups in the Owner/Member of Groups window.
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Delete a Group

Use this procedure to delete a group from Cisco Unity Express. Deleting a group will delete the group's mailbox. However, members of the group (individual members or other groups) will not be deleted from Cisco Unity Express.

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- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Select the box next to the name of the group that you want to delete and click **Delete**.
- Step 3** At the prompt, click **Ok** to delete the group.
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Find a Group

Use this procedure to search for a group.

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- Step 1** Choose **Configure > Groups**. The Configure Groups window appears.
- Step 2** Click **Find**. The following fields appear in the Find Groups window:
- Group ID
 - Description
 - Extension—Extension for the group's general-delivery mailbox.

Note All fields are optional.

Step 3

Enter the search criteria in one or more fields and click **Find**. The Find Groups window closes and the Configure Groups window displays the results of your search.
