

Adding and Editing Groups

<https://campus.barracuda.com/doc/39823043/>

Individual users can be associated with groups to share configuration settings. Security policies and other features can apply to all users within a group. Groups also have an extension number which you can group dial or page. The group's extension number simultaneously rings or [pages the phone](#) of every user in the group.

Add Groups

Use the following steps to add a group to the Barracuda Phone System:

1. In the Barracuda Phone System web interface, go to the **EXTENSIONS > Groups** page.
2. Click **Create New Group**. On the **Create Group** page, enter a name to identify the group, and select the extension type from the drop-down menu:
 1. **Next Free Extension** - The next free extension is used.
 2. **Single Extension** - Enter an extension in the associated field. The system determines whether the entered extension is available.
 3. **Block Extension** - Enter the extension block, and specify whether to allow extensions within this block.
 4. **Existing Block** - Use all extension numbers within an existing block.
 5. **External Number** - Select an external direct inward dialing (DID) number from the drop-down menu.
3. Click **Create**.

The **Groups** table is updated with your entry.

Edit Groups

Use the following steps to edit an existing group:

1. In the Barracuda Phone System web interface, go to the **EXTENSIONS > Groups** page.
2. Click on the group name you want to edit, and use the steps in the following table to modify the group settings:

Action	Steps
Change Group Extension Number	<ol style="list-style-type: none"> 1. Click Change Primary Extension. 2. Specify whether to use the Next Free Extension, or enter a Single Extension number. 3. Click Apply, and then close the dialog box.

Disable Calling to the Group	When Disable calling to this group is turned On , the group extension is disabled, so the group cannot be called.
Multiple Ringing Calls	Set to Prevent Multiple Ringing Calls if you have a large group of users that receives multiple concurrent calls. This setting prevents the system from getting bogged down while trying to deliver simultaneous ringing calls to everyone in the group. The callers to the group will notice nothing different, simply hearing rings until a group member answers.
Launch Web Application Popup for Calls	When selected, specify a valid URL, so calls coming into this group initiate a browser pop-up for members who are logged into the Communication Command Center . You can use the following parameters in the URL: <ul style="list-style-type: none"> • __CID__ : Caller ID Number • __CIDNAME__ : Caller ID Name • __DESTNUM__ : Destination Number • __ORIGDESTNUM__ : Original destination number (usually the phone number the caller dialed before being transferred). Each parameter must be both preceded and followed by two underscores, as shown above.
Custom Outbound Caller ID	Enter a number to be used in place of the user's number or extension when making outbound calls. Note that if a user has a DID phone, this setting is overridden. For more information on overriding caller ID, refer to VoIP Providers .
Show Group Name on Phone Display	When selected, the group name displays on the phone display.
Remove a Group Member	<ol style="list-style-type: none"> 1. In the Membership table, select the check box for one or more users you want to remove. 2. Click Remove Selected Members.
Add a Member to the Group	<ol style="list-style-type: none"> 1. In the Membership table, click Add a Member. 2. Click the selection box and begin typing the user's name in the Select a person field. 3. Select the user you want to add, and then click Add. The user is added to the Membership table.
Add/Remove Group Permission Roles	In the Permissions table, you can add or remove group roles. For more information, refer to Group Permission Roles .
Call Recording Policy	Select the check box to set a call recording policy for the entire group. Specify how many days to preserve the recordings on the system and an optional email address to which the recordings can be sent. Note that any call recording policy set on an individual user within the group will override the group policy.
Secondary Extensions	<ol style="list-style-type: none"> 1. Click Add Secondary Extension to add additional extensions that, when called, redirect the caller to the primary extension. 2. To remove a secondary extension, select the check box next to the entry you want to remove in the table, and then click Delete Selected.

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