Archiving your Phone Data

Archiving is a feature which allows you to move your Recordings, Voicemail, Fax and CLIR (Calling Line Identification Record) Reports to a separate location to store them for longer periods of time. This can be useful when falling under a legal or compliance requirement or you just like having a copy of all your phone data. There are currently 5 options for storing your data.

- 1. Amazon S3
- 2. Google
- 3. FTP
- 4. SFTP

Files are stores with the following structure '/resource/year/month/day/hour/filename'

Example: /Voicemail/2021/11/16/file.mp3

Setting up the Archive Feature

- 1. Using your browser go to https://ux.firelinecommunications.com
- 2. Login using the email and password associated with the extension you would like to access.



3. Using the Menu go to Settings > Archiving.

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Home Settings	Archiving								
Dashboard	Client								
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Archiving									
Sound Files	Upload Older Than: All		*						
Music on Hold	Convert to MP3:								
Routes >									
LCR	Network								
Apps >	Max Retries: 10								
	E-mail Notifications								
	Enable:								
	Entroiter								
	Send on Error Only:								
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- 4. Select Enable to start Archiving.
- 5. Client
 - a. Amazon S3

i. When selected you will need to provide the following information for Amazon

- 1. Access Key
- 2. Access Secret
- 3. Bucket
- b. Google Drive

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- 6. Select the Client type where you are going to send the files.
 - 1. Amazon S3

Archiving			
Client			
	Enable:		
	Client Type: a , Amazo	on \$3	•
	Access Key:		~
	Access Secret:		~
	Bucket:		~
	A Sa	ave to enable	

- Access Key: Enter the access key provided by Amazon
- 2. Access Secret: Enter the Access Secret provided by Amazon
- Bucket: Enter the bucket provided by Amazon
 Google Drive

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Archiving			
Client	Enable:		
	Client Type:	G Google Drive	
	Folder Name:		~
	Code:	Press get code. Get Code	
	Token:	Press get token after code is set. Get Token	~
		A Save to enable	

- Folder Name: Enter the name of the folder you want to store the files in. This folder will be created automatically on your Google Drive as part of the process.
- 2. Code: Click the Get Code button

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1. You will be presented with a pop up window to Allow access.

G Sign in - Google Accounts -	Work - Microsoft Edge			-		\times
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	access your G	oogle Accoun	t			
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Th	is will allow Archiving S	Storage to:				
4	See, edit, create, and de Google Drive files you u	lete only the specific se with this app	(j)			
м	ake sure you trust Arch	niving Storage				
Yo ca	u may be sharing sensitive n always see or remove acc	info with this site or app cess in your Google Acc	o. You count.			
Le	arn how Google helps you <mark>s</mark>	hare data safely.				
Se Se	e Archiving Storage's Privac rvice.	y Policy and Terms of				1
	Cancel	Allow				1
						-

- 2. Select Allow
- 3. Next you will be presented with the code

Google Sign in ay this code, switch to your application and paste it there:	
Sign in by this code, switch to your application and paste it there:	
y this code, switch to your application and paste it there:	

- Copy the code and paste it into the Code section on the Archiving setup page.
- 5. Next click the Get Token button. A token will be generated. Click Ok to

```
accept.
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Success message	8
Token generated.	
	✓ ок

6. Continue to the Files section of the form.

3. FTP

Archiving		
Client	:	
Client Type	: 📂 FTP 🔹	
Serve	:	~
Use	r	
Password	:	
	A Save to enable	

- Server: Enter the hostname or IP address of the FTP server.
- 2. User: Enter the username
- 3. Password: Enter the password of the ftp server.
- 4. Continue to the Files section of the form.
- 4. SFTP

Archiving		
Client		
Enable:		
Client Type:	FTP T	
Server:		~
User:		
Password:		
	Save to enable	

1. Server: Enter the hostname or ip

address of the SFTP server.

- User: Enter the username of the server.
- 3. Password: Enter the password for the server.
- 4. Continue to the Files section of the form.

7. Files

Files			
	Resources:	Please select	~
	Folder Name:		~
	Filename Date Format:	Please select	~
	Filename Time Format:	24 Hour Format	~
	Upload Older Than:	All	
	Convert to MP3:		

- Select the Resources you wish to store in the Archive
 - 1. Recordings
 - 2. Voicemail
 - 3. Fax
 - 4. CLIR Records (Call Records)
- Folder Name: Enter a Folder Name for the files to be stored on Google
- 3. Filename Date Format: Select the format in which the date should be displayed in
- 4. Fireline Time Format
 - 1. 24 Hour Format
 - 2. 12 Hour Format (AM/PM)
 - 3. Upload Older Than: Select when you want to upload the files. (We suggest setting this to 1-2 months)
 - 4. Convert to MP3: Enable this feature to store

the audio files in MP3 format rather than WAV.

8. Network

Network			
	Max Retries:	10	

 Max Retries: Set the number of times you want to keep trying in the event of an error uploading the files. (We suggest setting this to 5)

9. E-mail Notifications

E-mail Notifications	
Enable:	
Send on Error Only:	
E-mail:	✓

- 1. Enable: Select to enable email notifications
- Send on Error Only: Select if you want to receive notifications only when there is a failure.
- 3. Email: Enter the email address you would like to send the notifications to. If you want to send to multiple people, create a distribution group on your email system and add the users into it. Add the distribution group email and your email system will distribute to individual users
- 10. Click Save
- 11. Once saved go back to the top of the form and select test to make sure your setup is correct.

Client		
Enable:		
Client Type:	G Google Drive	•
Folder Name:	Archive201	~
Code:	Press get code.	Get Code
Token:	Token detected.	Get Token 🗸
	My Test	

12. Once testing is successful, archiving will be run on schedule every morning at 12:00 a.m.

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