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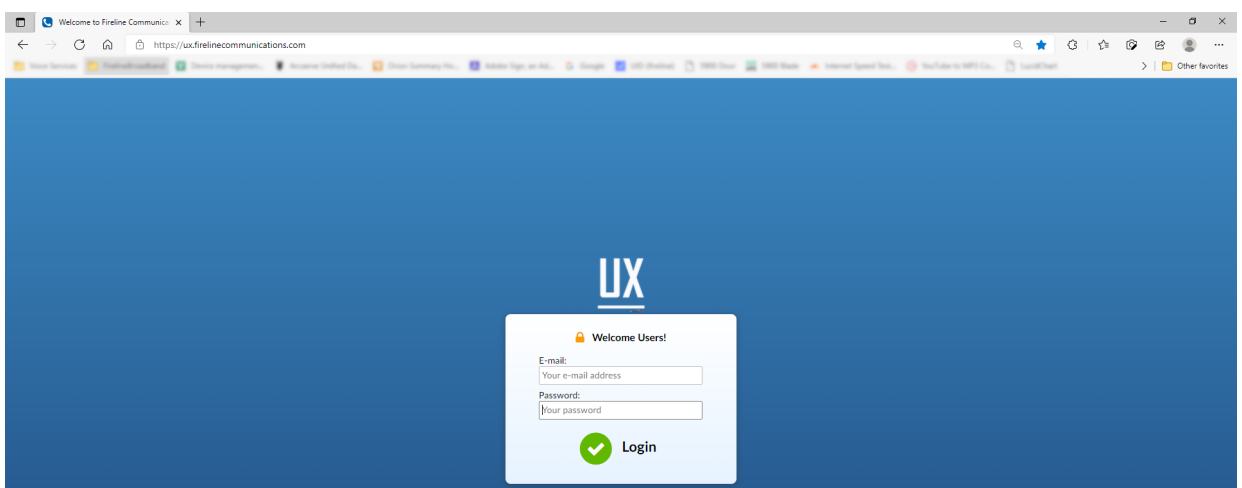
1. Amazon S3
2. Google
3. FTP
4. SFTP

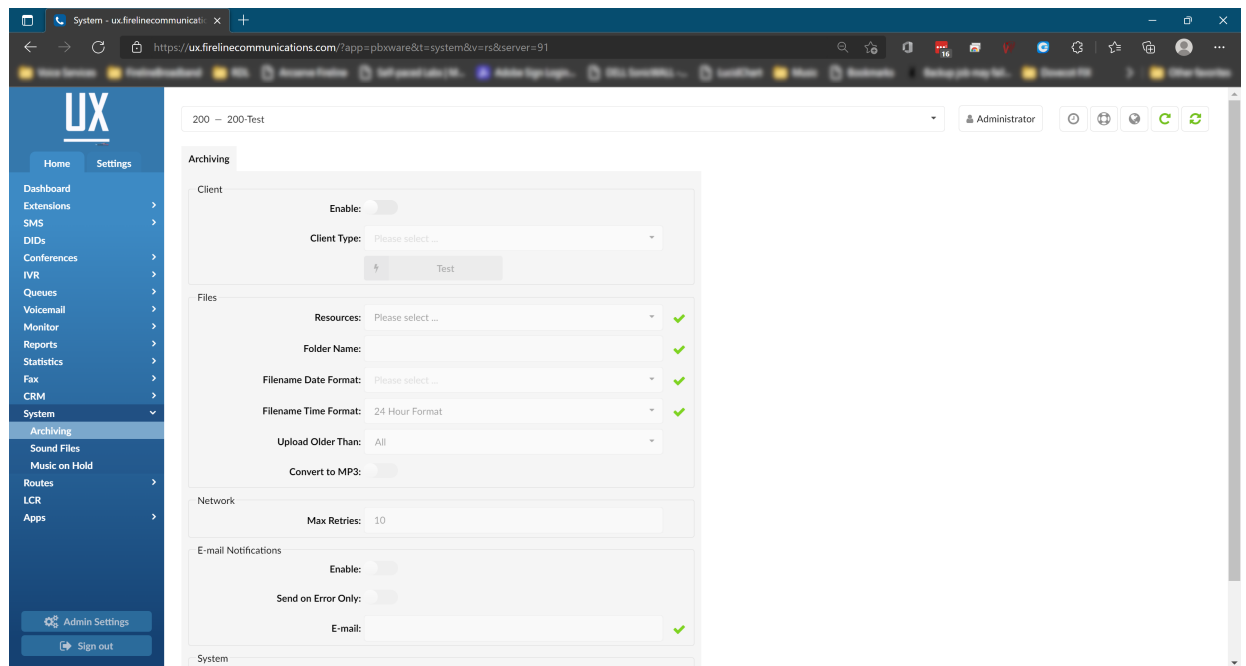Files are stores with the following structure '/resource/year/month/day/hour/filename'

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.

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

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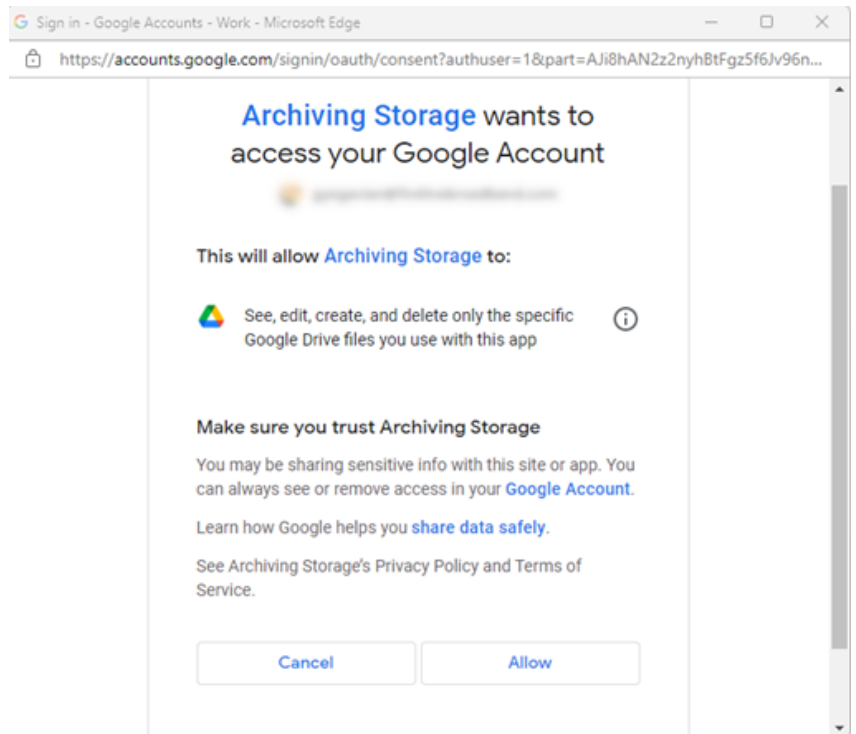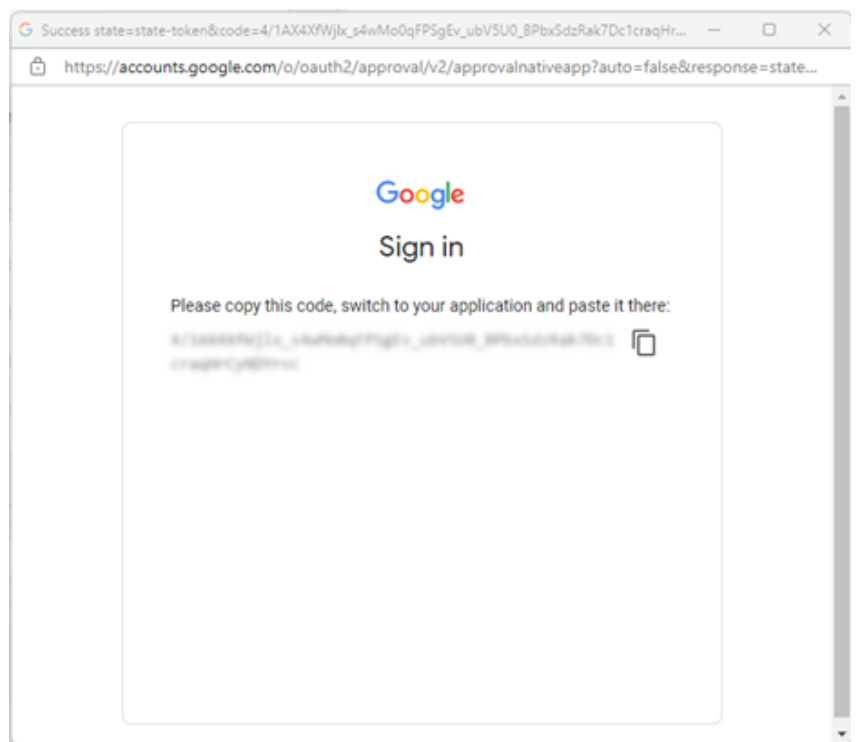2. Google Drive

   .

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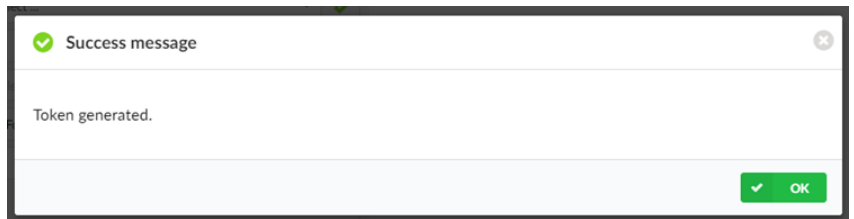
         .

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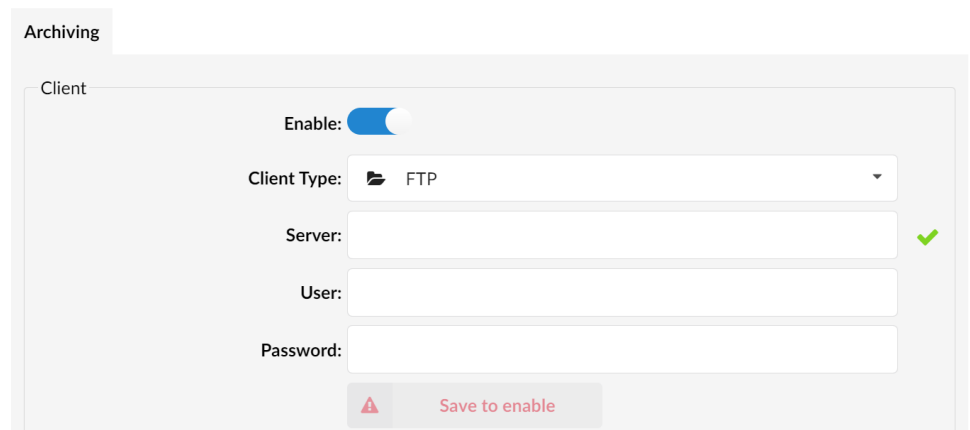3. Next you will be presented with the code

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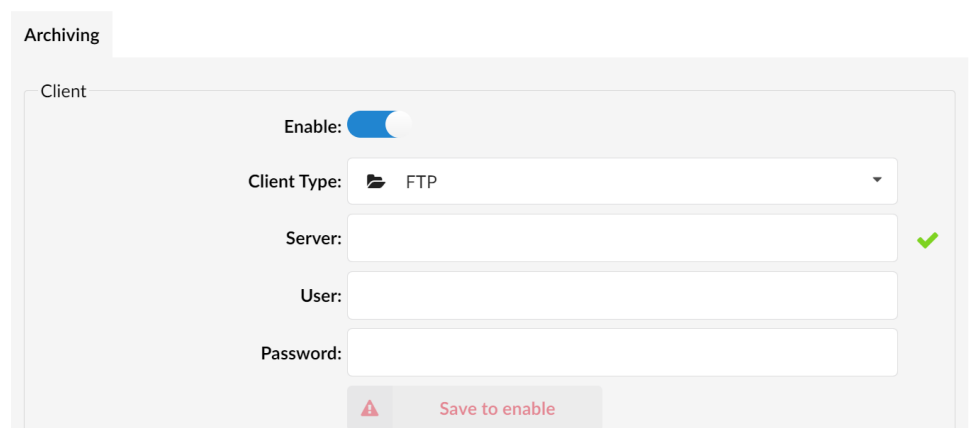5. Next click the Get Token button. A token will be generated. Click Ok to

accept.

.

Success message

Token generated.

✔ OK

6. Continue to the Files section of the
   form.

3. FTP

Archiving

Client

Enable:

Client Type: 📁 FTP

Server:

User:

Password:

⚠ Save to enable

1. 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

Server:

User:

Password:

⚠ Save to enable

1. Server: Enter the hostname or ip

address of the SFTP server.
2. 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
   .
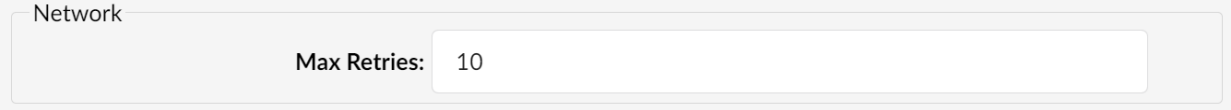
1. Select the Resources you wish to store in the Archive
   1. Recordings
   2. Voicemail
   3. Fax
   4. CLIR Records (Call Records)
2. Folder Name: Enter a Folder Name for the files to be stored on Google
3. Filename Date Format: Select the format in which the date should be displayed in
4. Fireline 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                                   │
│                                                              │
└──────────────────────────────────────────────────────────────┘
```
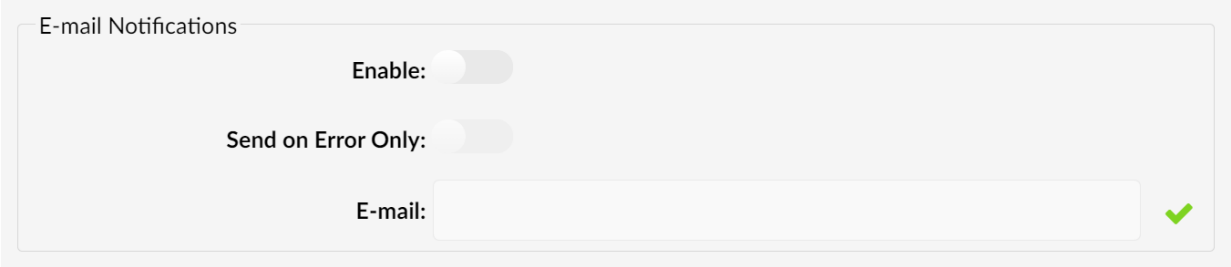
   1. Max Retries: Set the number of times you want to keep trying in the event of an error uploading the files. (We suggest setting this to 5)

9. E-mail Notifications


```
┌─ E-mail Notifications ─────────────────────────────────────┐
│                                                             │
│               Enable:  ○                                    │
│                                                             │
│     Send on Error Only: ○                                   │
│                                                             │
│               E-mail:                                  ✔    │
│                                                             │
└─────────────────────────────────────────────────────────────┘
```

   1. Enable: Select to enable email notifications
   2. 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.

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