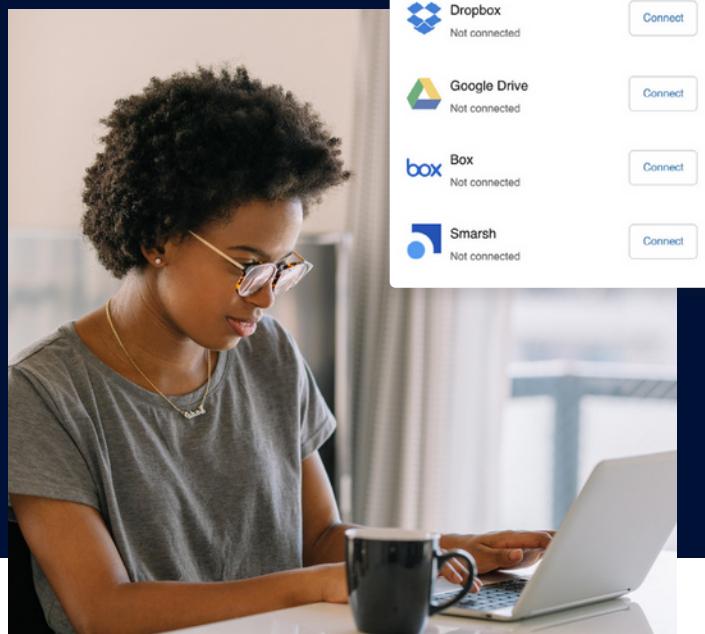


RingCentral Archiver



Seamlessly integrate your RingCentral solution with your preferred cloud storage provider to easily backup your communications data.

With RingCentral Archiver, you can archive your RingCentral Video meeting recordings, voicemails, recorded calls, text messages, and faxes to your cloud storage account and securely search and retrieve past records anytime.

Features

Data storage

Store all the important communications data from your extension: RingCentral Video meeting recordings, voicemails, recorded calls, SMS text messages, and faxes.

Secure backups

Automatic backups happen on a regular interval with data securely transferred through SSL encryption.

Custom reporting

Easily create and export reports with custom filters. Filter and view status reports and archival times.

Reliable archiving

The self-service option enables users to re-archive failed uploads to their cloud storage account.

Flexible settings

Enable users to choose one or more of their communication data to be archived. Set up an archive of call recordings for all of their managed extensions as an administrator.

Intuitive search

Easily search stored data anytime from within your online administrative portal.

How it works

The screenshot shows the RingCentral Admin Portal interface. In the top navigation bar, there are links for Home, Users, Phone System, Meetings, Reports, Billing, and More. Under the More menu, the 'Archiver' option is selected. The main content area displays the 'Archiver' section of the 'Apps and Resources' menu. It includes a message about retaining data up to 90 days or 100,000 call recordings and a note about backing up to external storage. Below this, there's a message about token expiration and a 'Select the Account You Want to Connect To' section. It lists four options: Dropbox (not connected), SFTP (not connected), Google Drive (Connected to alice.zhang@ringcentral.com), and Box (not connected).

Online access

Access RingCentral Archiver from the **More** menu in your online admin portal.

This screenshot shows a list of cloud storage services available for connection. Each service has a 'Not connected' status and a 'Connect' button. The services listed are Dropbox, SFTP, Google Drive, Box, and Smarsh.

Service	Status	Action
Dropbox	Not connected	Connect
SFTP	Not connected	Connect
Google Drive	Not connected	Connect
Box	Not connected	Connect
Smarsh	Not connected	Connect

Integrated cloud services

Connect and authorize your RingCentral service with your cloud storage account of choice: Dropbox, SFTP, Google Drive, Box, or Smarsh.

The screenshot shows the 'Turn On Backup' configuration screen. It includes a message about retaining data up to 90 days or 100,000 call recordings. Below this, there's a 'Select the Data You Want to Back Up' section. It lists several options: All Extensions (selected), Call Recordings (selected), Only your extension, Voice Mails, SMS/MMS Messages, FAX, and Video Meeting Recording.

This screenshot shows the 'Select the Data You Want to Back Up' configuration screen. It includes a message about retaining data up to 90 days or 100,000 call recordings. Below this, there's a 'Turn On Backup' checkbox and a 'Select the Data You Want to Back Up' section. It lists several options: Call Recordings (selected), Voice Mails, SMS/MMS Messages, and FAX.

Account settings

If you're an administrator, enable account-wide backups for recorded calls.

User settings

As a user, select what type of data to back up under **Sync Options**. Choose from recorded calls, voicemails, text messages, and faxes sent to and from your extension.

Tools

The screenshot shows the 'Phone Logs' report filter interface. It includes a message about retaining data up to 90 days or 100,000 call recordings. Below this, there are filter options for Data Type (Phone Logs), Archive Status, Date Created (01/01/2021 - 03/17/2021), and a 'Download Logs' button. The main area displays a table of log entries with columns for Type, From, To, Direction, Created, Archived, Storage Service, Status, and Action.

Type	From	To	Direction	Created	Archived	Storage Service	Status	Action
VoiceMail	6268	18885287464	Inbound	02/05/2021 11:41:54		Google Drive	Failed	N/A
VoiceMail	16262499515	16503765141	Inbound	02/04/2021 06:45:27	02/04/2021 10:09:26	Google Drive	Archived	N/A
VoiceMail	16262499515	16503765141	Inbound	02/04/2021 06:44:21	02/04/2021 10:08:33	Google Drive	Archived	N/A

This screenshot shows the same 'Phone Logs' report filter interface as the previous one, but with a blue box highlighting the 'Retry' button in the filter toolbar. The rest of the interface and data table are identical to the first screenshot.

Configurable filters and reports

Set filter options to create customized reports and easily export reports to spreadsheets. Filter by date, call direction, cloud storage, from and to phone number, and archived status.

Flexible re-archiving

Select and re-archive artifacts that have failed to successfully back up in the past.

[EXTERNAL]



Files Failed To Be Archived

Dear US3326 New,

There are approximately 10 files that failed to be archived from 2020 11 16 11:30:00 Europe/Moscow to 2020 11 16 12:00:00 Europe/Moscow.

Please log in Archiver <https://service-itldevxmn.lab.nordigy.ru/application/extension/tools/archiver?postPhoneLogin=true> to view failed items and bulk retry archive for selected failed items as needed.

Thank you,

RingCentral Archiver

Email notifications for failed archives

Archiver users will receive daily email notifications when there are items that failed to be archived in the past 24 hours.

Requirements

- RingCentral Archiver is available for RingCentral Office® Premium and Ultimate customers.
- Supported browsers: Firefox 46+ (Windows, Mac), Google Chrome 50 + (Windows, Mac), Safari 9.1+ (Mac). Supported cloud storage services: Google Drive, Dropbox, Box, Smarsh, and SFTP.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) platform. RingCentral offers three key products in its portfolio including RingCentral Office®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; Glip®, the company's free video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral Contact Center™ solutions. RingCentral's open platform integrates with leading third-party business applications and enables you to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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