

RingCentral for Dropbox

User Guide



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Introduction

About RingCentral for Dropbox

There are RingCentral customers who are running out of storage for call recordings and messages. This integration app (RingCentral Archiver) provides an automated backup and pull for customers' call recordings and messages and stores them to Dropbox.

About Dropbox

The Dropbox client supports synchronization and sharing along with personal storage. It supports revision history, so files deleted from the Dropbox folder may be recovered from any of the synced computers.

Dropbox supports multi-user version control, enabling several users to edit and re-post files without overwriting versions. The version history is by default kept for 30 days, with a 12-month recovery option available for purchase.

Learn more about Dropbox [here](#).

About this Guide

This guide is designed for users of the RingCentral for Dropbox. It describes the setup connection between RingCentral and Dropbox. Covered in this guide are:

- Dropbox Integration
- Installation and Operation
- Connection between RingCentral and Dropbox accounts
- CONNECT and DISCONNECT buttons
- Backup RingCentral data to Dropbox
- Admin View
- Extension View
- Backup job logs
- System Requirements

User Notice

By using the RingCentral for DropBox Integration, you acknowledge that you have read and agree to our Terms of Service and Privacy Policy..

- TOS: <https://www.ringcentral.com/legal/eulatos.html>
- Privacy Policy: <https://www.ringcentral.com/legal/privacy-policy.html>

Dropbox Integration

Installation and Operation

1. Setup connection between RingCentral account and Dropbox account.

The app allows RingCentral admin or extension users to connect their RingCentral account to a Dropbox account. Once the connection is successfully set up, a “RingCentral Application” folder is created under **Apps** in Dropbox. (Figure 1)

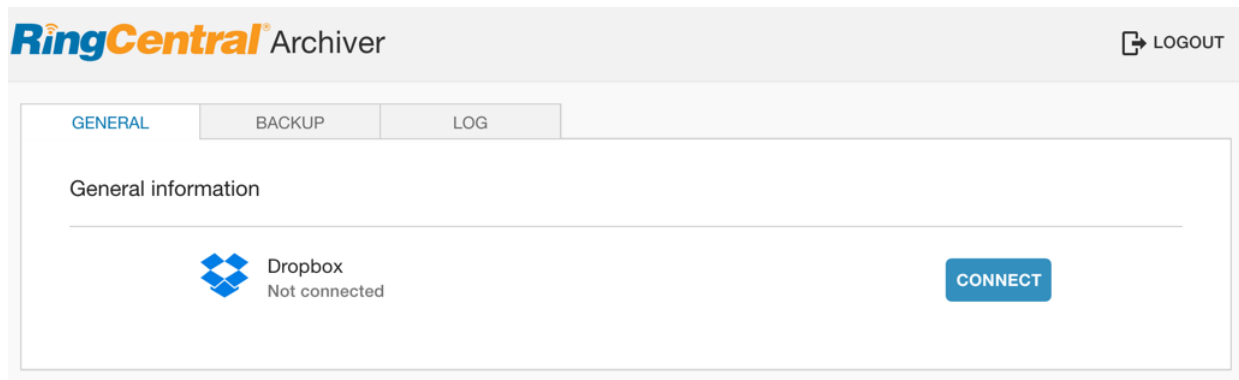


Figure 1

With the **DISCONNECT** button, users can break the current connection between their RingCentral and Dropbox accounts. Data backup will cease when disconnection is successfully completed. The RingCentral folders created in Dropbox and the data archived there before disconnection will not be deleted by the disconnection. (Figure 2)

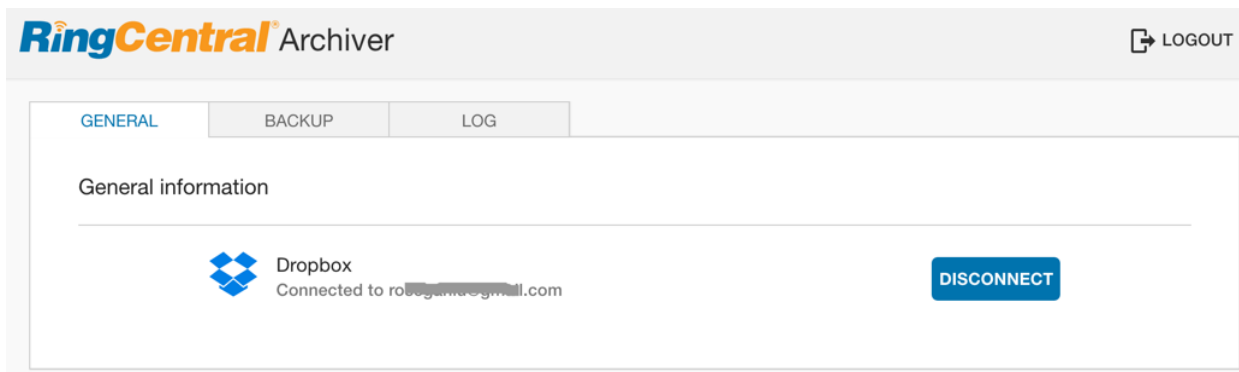


Figure 2

2. Backup RingCentral data to Dropbox.

With RingCentral account connected to Dropbox account, users can enable or disable backup data from RingCentral to Dropbox by turning on/off the **Enable backup** toggle. By default the toggle is **OFF**.

After the **Enable backup** toggle is turned **ON**, users can select the type(s) of data to backup. Depending on the roles they login with, admin users and extension users would see different page views.

a. **Admin View.** This view is available to admin users only when they switch to **Account Settings** on the **BACKUP** tab. (Figure 3)

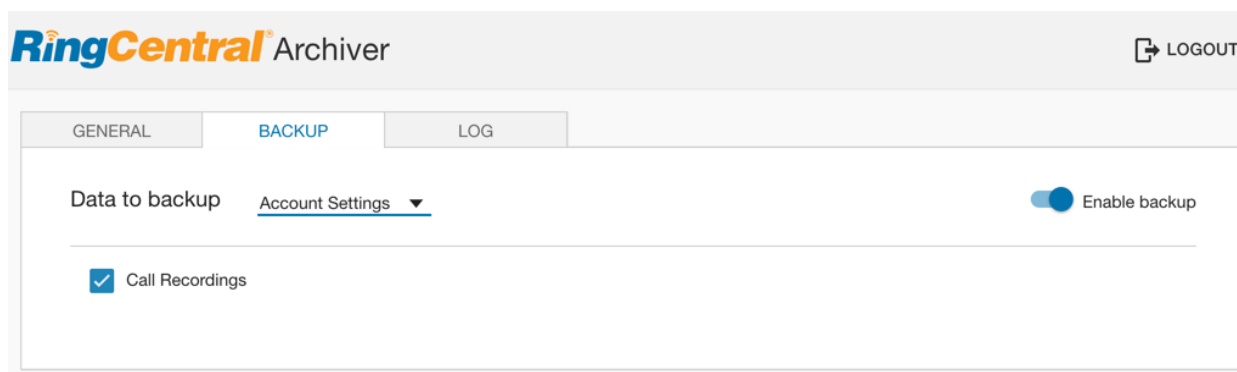


Figure 3

Call recordings are the only data type admins can select to backup. Call recordings are selected for backup by default .

With **Enable backup** turned **ON** in the admin view, RingCentral Archiver will run the job on an hourly basis and archive to Dropbox all of the extensions' call recordings generated within the hour before last Archiver job run.

- b. **Extension View.** Extension users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax. The settings an extension user makes affects only his or her own extension.. (Figure 4)

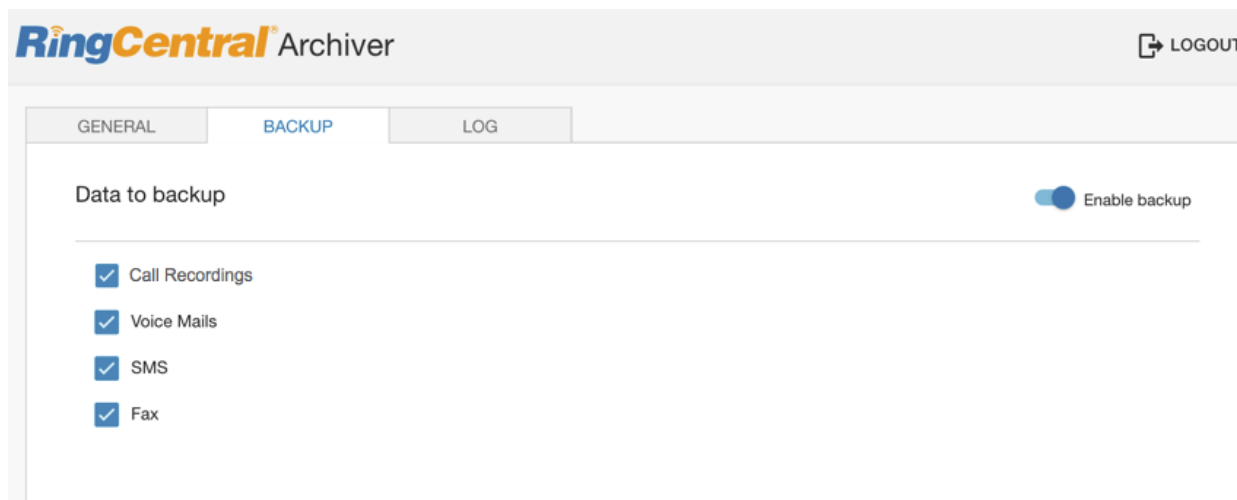


Figure 4

3. Backup job logs.

With the **Enable backup** toggle turned **ON**, archive tasks run on an hourly basis. Each task is logged at the backend, and users can check this log on the **LOG** page. By default, logs of the past 7 days are displayed.

By specifying a time period as the search criterion, users can narrow the results and find logs they are looking for.

The **SHOW LESS** option allows users to view only the job logs with data archived. Users can switch back to default view by clicking **SHOW MORE**. (Figure 5)

The screenshot shows the RingCentral Archiver interface. At the top, there is a header with the RingCentral logo and the word 'Archiver', and a 'LOGOUT' button. Below the header are three tabs: 'GENERAL', 'BACKUP', and 'LOG'. The 'LOG' tab is selected. Underneath the tabs, there is a 'Task Log' section with a 'SHOW LESS' link and a help icon. Below this, there are search filters: 'Show Log for:' with a radio button selected for 'Last 7 days', and another radio button for 'From: 6/16/2016 To: 6/16/2016' with a 'GO' button. A table of task logs is displayed below, with columns for From, To, Status, Job Start, Job End, Call Recording, Voice Mail, SMS, and FAX. The table shows 10 rows of successful backup jobs for the date 6/16/2016. At the bottom right of the table area, there is a 'Show 25' dropdown and navigation arrows.

From	To	Status	Job Start	Job End	Call Recording	Voice Mail	SMS	FAX
16/6/2016 13:00:00	16/6/2016 14:00:00	success	-	-	0	0	0	0
16/6/2016 12:00:00	16/6/2016 13:00:00	success	-	-	0	0	0	0
16/6/2016 11:00:00	16/6/2016 12:00:00	success	-	-	0	0	0	0
16/6/2016 10:00:00	16/6/2016 11:00:00	success	-	-	0	0	0	0
16/6/2016 09:00:00	16/6/2016 10:00:00	success	-	-	0	0	0	0
16/6/2016 08:00:00	16/6/2016 09:00:00	success	-	-	0	0	0	0
16/6/2016 07:00:00	16/6/2016 08:00:00	success	-	-	0	0	0	0
16/6/2016 06:00:00	16/6/2016 07:00:00	success	-	-	0	0	0	0
16/6/2016 05:00:00	16/6/2016 06:00:00	success	-	-	0	0	0	0
16/6/2016 04:00:00	16/6/2016 05:00:00	success	-	-	0	0	0	0

Figure 5

System Requirements

The following browsers are supported by RingCentral for Dropbox:

- Internet Explorer 11+ (Windows 7+)
- Firefox 46+ (Windows, Mac)
- Chrome 50 + (Windows, Mac)
- Safari 9.1+ (Mac)