

MARR OVERVIEW

HOW MESSAGE ARCHIVING WORKS

Standard message handling, be it fax, voicemails or recordings, store the messages in Mailboxes which are accessible online and have various notification options, they are then deleted after 14 days or 3 days if opened. The Message Archiving option does not change this process but extends it, as the messages are stored in mailboxes they are also archived into a separate Message Archive area and stored for as long as required. They can be accessed online or via FTP as required.

You define the period to keep the messages for (minimum 3 months, maximum 36 months), as the message creation date exceeds the defined period they are deleted. This period can be increased or reduced at any time.

Note: Reducing the time period will result in files being deleted from the archive.

The service is charged for in advance at the beginning of each month, on the basis of the Pricing Structure, after any trial period has expired. The format of the file naming and directory are described below in the [FTP Summary](#).

PRICING STRUCTURE

The pricing is made up of 2 elements, a Basic Service cost and if appropriate an Additional storage cost. The Basic Service cost also covers unlimited recording time (this used to be purchased separately but has now been included into the Message Archiving Service).

The Basic service charge levied a month in advance and storage costs one month in arrears (based on the previous months storage used).

Description	Cost per month
Basic Service (up to 500mb storage)	25.00 pounds
each additional 500mb or part thereof	10.00 pounds
	(all prices exclude VAT)
Recording Time	This is included in the Basic service charge.

The charges can be paid for by Card, Direct Debit or Operating Balance debit as long as a minimum of a 100 pound Automatic Operating Voucher is in place on the account.

EXAMPLE:

- Turning the MARR service on will cost 25 pounds for the month or part thereof, this will be billed at the beginning of the first complete month.
- At the beginning of the first complete month, if the total storage used is 300mb, the cost would be 25 pounds.
- 2nd month if the total storage used is 400mb, the total cost is 25 pounds.
- 3rd month if the total storage used is 600mb, the total cost is 35 pounds.
- 4th month if the total storage used is 450mb, the total cost is 25 pounds.

FREE TRIAL

When Accounts requests activation then it setup and can be used with no charges being incurred for 30 days, after 30 days the trial ends and charges will be levied.

The MARR service can be cancelled at any time during the 30 day trial period via the online interface.

HOW TO ACTIVATE THE SERVICE

The requirements are:

- that the account is an active account
- the account has a Preferred payment method configured
- has completed all account details.

To activate select the Message Archive link under Mailboxes on the left hand menu when logged in to your account. You will be asked to select the Period of storage and if Voicemails should be archived, you will then be asked to agree to the T&Cs, if the account is setup as per the requirements then MARR will be activated. If your Account does not meet the requirements then it will be activated but you will be contacted by Support to complete the requirements, if this is not accomplished within 14 days then the MARR Service will be disabled.

All accounts activated has a 30 days free trial period in which to test the MARR service, if they do not wish to incur charges then the service needs to be cancelled prior to the end of the trial period.

HOW TO TERMINATE THE SERVICE

You must contact Callagenix either online or via email and request termination of the Message Archive service 30 days notice is required. Notice can be given at any time.

If you wish to cancel the service, then you request this by accessing the *MARR Settings* page and setting the MARR Period to *Request Cancellation*. A cancellation request is passed to Callagenix accounts and they will process this for you, confirming the cancellation when it occurs.

HOW THE ARCHIVE FTP WORKS

There is an FTP area for each account ftp://ftp.callagenix.com this area contains archived files in a set of subdirectories, these are *fax*, *voicemail*, *recordout* and *recordin* which match the respective message types, there are also directories for *Datafiles* and *Billing*.

The file naming has changed so that downloaded files can be more easily identified and each message file also has an [associated data file](#) (xml extension) that can also be accessed at the same time; this should ease the process of importing, storing and accessing the message data.

Summary of FTP details

URL	ftp://ftp.callagenix.com
Port	21
Username	Callagenix account login name
Password	Callagenix account login password (Uppercase)
Directory structure (YYYY_MM - Year_Month e.g 2007_12)	
/	root no files
/fax/YYYYMM/	Fax directory contains fax files.
/voicemail/YYYYMM/	Voicemail directory contains voicemail message files
/recordin/YYYYMM/	Recording directory contains call recording files, for Diverted Calls.
/recordout/YYYYMM/	Recording directory contains call recording files, for Outbound Calls (IP Telephony)
/Datafiles/	Call and Charge data files, Daily and Monthly
/Billing/	Billing file, proformas, receipts, invoices

File Naming

F_YYMMDDHHMMSS_ID.tif/xml	F - Fax YYMMDDHHMMSS - Year Month Day Hours Minutes Seconds ID - The associated CallID e.g. F_20071122103318_33556076.tif
V_YYMMDDHHMMSS_ID.wav/xml	V - Voicemail YYMMDDHHMMSS - Year Month Day Hours Minutes Seconds ID - The associated CallID
R_YYMMDDHHMMSS_ID.wav/xml	R - Record In YYMMDDHHMMSS - Year Month Day Hours Minutes Seconds ID - The associated CallID
O_YYMMDDHHMMSS_ID.wav/xml	O - Record Out YYMMDDHHMMSS - Year Month Day Hours Minutes Seconds ID - The associated CallID
CRG_M_ACC_YYYYMMDD_to_YYYYMMDD.csv	Charge Data file, for account (ACC is the AccountID), for the period specified where YYYYMMDD Year, Month, Date.
CDR_M_ACC_YYYYMMDD_to_YYYYMMDD.csv	Call Data file, naming as above.
pfinvoice_taskid.pdf/txt	PDF and Text file Pro forma invoices

File Extension

wav	Sound file
tif	Fax file (Tagged Image Format)

pdf	Adobe Portable Document Format
csv	Comma Separated Values
xml	Data file, eXtensible Markup Language
txt	Plain text

MARR DATAFILE

When the MARR service creates an archive record, it creates an archive file in the relevant account's archive storage area. This file is a copy of the original voicemail, recording or fax file received (.tif files for faxes and .wav files for voicemails and recordings). An accompanying message details file is created in the same location with the same name, but with a .xml extension. This details file contains the message details as they appear in the database archive. The details file is saved in XML format, and appears as in the following example:

```
<?xml version='1.0' encoding='utf-8'?>
<details>
  <MessageID>841210</MessageID>
  <MailboxID>2134</MailboxID>
  <MessageType>Voicemail</MessageType>
  <MessageLength>4 seconds</MessageLength>
  <DateArchived>Thu Oct 18 13:32:02 UTC+0100 2007</DateArchived>
  <CallLogID>22985560</CallLogID>
  <MailboxName>CGX Default</MailboxName>
  <ServiceID>2443</ServiceID>
  <ServiceName>Out of Hours</ServiceName>
  <CallersNumber></CallersNumber>
  <NumberDialed>02070222933</NumberDialed>
  <DivertNumber></DivertNumber>
  <CallStartDate>Thu Oct 18 13:29:10 UTC+0100 2007</CallStartDate>
  <CallDuration>18 seconds</CallDuration>
  <FileSize>34220 bytes</FileSize>
</details>
```

TAG DESCRIPTION

The tags used in this file encapsulate the following information:

Tag	Description
<details>	Parent (topmost level) tag for the details file.
<MessageID>	Unique message identifier.
<MailboxID>	Unique mail box identifier.
<MessageType>	Code identifying the message type of this message (1 = Voicemail, 2 = Fax, 3 = Recording).
<MessageLength>	Message file content length. For faxes this is the number of pages. For recordings and Voicemails, the number of seconds.
<DateArchived>	Date and time the archive record was created/archived.
<CallLogID>	Unique identifier of the original call record in the Callagenix call log.
<MailboxName>	The name of the mailbox the message was left or the fax was received in.
<ServiceID>	Unique identifier of the service responsible for creating the message.
<ServiceName>	Name of the service responsible for creating the message.
<CallersNumber>	The caller's telephone number (CLI) if not withheld.
<NumberDialed>	The number that the caller dialed.
<DivertNumber>	The number that the call diverted to when it was not answered.
<CallStartDate>	Date and time that the call was received.
<CallDuration>	Duration of the call in seconds.
<FileSize>	The size in bytes of the associated message media file be it fax, recording or voicemail.
<ReceivingExtension>	The name of the extension that took the call (only present for recordings).