External Storage: USB

Hello Hubs (V1 & V2) and Microservers can store a limited number of call recordings and faxes internally. They are designed to use a standard USB "Thumb Drive" for increased storage. A common USB2 or USB3 drive formatted as ExFAT (V2 and Micro), FAT (V1), or VFAT work well. 4GB to 32GB drives work best. Because audio recordings are not very large, a 4 or 8 GB USB drive will hold a lot of recorded calls. While the system will recognize much larger USB drives, this often causes problems because they have a single directory with a limited amount of available space (limited number of listings). Depending on the format, this may allow as few as 16K files to be written/stored.

Caveat: V1 Hello Hubs do not support exFAT file systems.

External Storage: File Server

This is an experimental feature for the **V2** Hello Hub. There is currently NOT a customer configuration interface for it.

This is an option for customers with a **permanently** attached file server on their network with a stable IP address or hostname. Don't share a folder on a desktop or laptop computer that may be turned off, moved, or otherwise not be available 24/7/365.

The Hello Hub V2 can access and write files to an SMB (Windows Network) share configured by the server administrator. This varies based on server platform, hardware, and overall network configuration. Generic instructions:
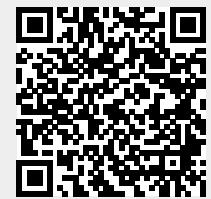
1. Identify the file server on the local network to store call records on.
2. Create a user on that network server with very limited permissions. It only needs to read and write to 1 directory/folder. We'll suggest a username of **ring-u** and please set a unique password for that user.
3. Create a shared directory on the server. Suggested: **Recordings**
4. assign the **ring-u** user permissions to **read** and **write** in that directory/folder.
5. Assign personnel that should be able to read/play the audio files permissions to **read** that directory.
6. Test from a Microsoft Windows client (Mac's an do this) the ability to mount, write and read from that share.
7. Share the tested location, login and password with ring-u support. You may want to call with the password for security reasons.

Example: Hey team, the file server is ready for testing and configuration. It's at: **192.168.1.10** aka **Server.local** The login is **ring-u** and the password is the one I gave you over the phone. The URL is:

```
\\192.168.1.10\Shared\Recordings
but might also work as:
\\Server.local\Shared\Recordings
```

If this doesn't make sense, please contact your network or server administrator.

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https://wiki.ring-u.com/wiki/ - **support wiki**

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