

# Call & Messages Back-Up

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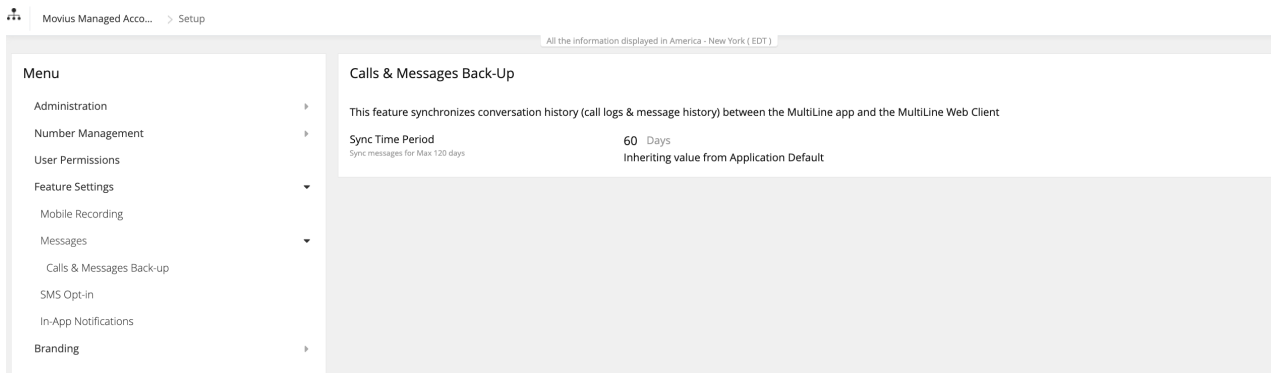
Read on to learn about the Call and Messages Back-Up setting.

## Overview

The MultiLine service allows for calls and messages to be available on mobile apps, desktop apps, and integrations. The Call and Messages Back-up feature allows for syncing between these services as well as recovering data for mobile apps when users install and reinstall.

## Call and Messages Back-Up Setting

Call & Messages Back-Up shows the sync time period for the call logs and message history between the MultiLine mobile apps and the MultiLine desktop apps, including the browser app and the MultiLine for Microsoft Teams app. This setting is visible in **Feature Settings > Messages > Call & Messages Back-Up**.



The screenshot shows the 'Calls & Messages Back-Up' configuration page. On the left is a 'Menu' with options: Administration, Number Management, User Permissions, Feature Settings (expanded), Mobile Recording, Messages, Calls & Messages Back-up (selected), SMS Opt-in, In-App Notifications, and Branding. The main content area is titled 'Calls & Messages Back-Up' and contains the following text: 'This feature synchronizes conversation history (call logs & message history) between the MultiLine app and the MultiLine Web Client'. Below this, the 'Sync Time Period' is set to '60 Days' with a sub-note 'Sync messages for Max 120 days' and 'Inheriting value from Application Default'. At the top right of the page, it says 'All the information displayed in America - New York ( EDT )'.

The **Sync Time Period** cannot exceed the contractually agreed time that Movius holds messages on our platform ([Retention Policy](https://help.moviuscorp.com/help/manage-mobile-recording-settings#retention) <https://help.moviuscorp.com/help/manage-mobile-recording-settings#retention>).

## Mobile App Call and Message Backup

When MultiLine users install and reinstall mobile apps, the app can pull up to the last 150 calls and unlimited messages within the sync time period.