Overview

This document outlines the necessary requirements for installation of the Voice Forms application on the Mutare Communication Server (MCS).

Document *145-MCS Specifications*, should be reviewed before attempting to complete this document. We recommend downloading the most recent version from http://www.mutare.com/techdocs.asp.

Site Information	
Site Name	

PBX Particulars	
PBX Make/Model:	
ISDN PRI Only T1s should be configured as ISDN PRI only. T1 circuits are connected to the cards on the back of the server via RJ48C jacks. Mutare recommends the following specifications when ordering or configuring phone lines: • ISDN PRI Trunks, configured 23B+D, NI-2 protocol. • 2-way, with Called Party Number. • NOTE: There **must** be a CSU/DSU between the T1 termination (either at the DMARC from the CO or from the PBX) and the MCS. Some PBX cards do not need a CSU/DSU. Consult with your Mutare technician. • Configure the hunting as ascending (straight-line).	Complete? ☐
Analog Only Setup a hunt group for incoming calls. It is recommended that this be an ascending (straight-line) hunt group.	Complete? ☐
The Voice Forms application answers inbound calls. A DID should be assigned that routes to the Voice Forms application. **Note:** The first question is always the Voice Forms number. Call vectoring/converse step can be used to drop the caller into a particular voice form.	DID for Inbound Calls: _____
How will individual Voice Forms be accessed by callers? Vectoring? DNIS digits? Will the caller need to enter the Voice Forms number, followed by the pound key?	

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Server Configuration Information	
Application Server IP Address.	
A local administrator account must be created for services to run under. This account will also be used by Mutare to login to the server. This account may be part of a domain, but this is not necessary.	Username: _____ Password: _____ Domain: _____
Ensure that Web Services of IIS on the Application Server have been installed.	Complete? ☐
It is recommended that a DNS entry be created for the website. Provide the URL to the EVM Plus website. e.g. http://voiceforms.organization.com .	
Ensure that SMTP Virtual Server portion of IIS on the Application Server has been installed.	Complete? ☐
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	

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