

giSTT for Nortel CallPilot Pre-Installation Checklist	Document: 702
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Overview

Document 154-App Server must be completed and submitted to Mutare Software before giSTT for CallPilot is installed. We recommend downloading the most recent version from <http://www.mutare.com/techdocs.asp>

Site Configuration

Site Information	
Site Name	

Application Server Configuration Options	
Ensure that World Wide Web Server on the Application Server has been installed. ¹	Complete? <input type="checkbox"/>
It is recommended that a DNS entry be created for the website. Provide the URL to the EVM website. e.g. http://evm.organization.com	
Ensure that SMTP Virtual Server on the Application Server has been installed. ²	Complete? <input type="checkbox"/>
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server – unauthenticated.	
Windows account and password with Administrator rights to the local machine.	
As a default, Mutare will install a profanity filter to your giSTT Speech To Text transcriptions. If you would like Mutare to turn this filter off, please check the box to the right.	Remove Profanity Filter? <input type="checkbox"/>

CallPilot Configuration	
CallPilot number (number to check voicemail from outside your organization).	
Provide an IMAP4 accessible email address for CallPilot users to forward voicemails to.	Forward VM to Email Address: _____
Create a test mailbox and password to use during installation to confirm the application.	_____ Test mailbox number
Confirm the forwarding is set to the Forward Email Address from above.	_____ Test mailbox password

¹ Mutare will create a new folder for the web scripts and make it the default. Users will access giSTT by entering the IP address or host name of the Application Server. For more information, see Mutare document 130-Web Server.

² giSTT for CallPilot sends email through an SMTP server. After installation, Mutare Software will configure the SMTP Virtual Server to use your existing SMTP server as a “smart host”. This will allow the

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Application Server to relay messages through your existing corporate SMTP server. Your existing SMTP server must be configured to allow relaying. If an SMTP server does not exist, one must be established before using EVM Plus. For more information, see Mutare document 129-SMTP Server.

Customer Responsibilities and Recommendations

- We suggest that the Customer Point of Contact run a few preliminary tests with Mutare to make sure that the CallPilot system is set up properly and the delivery of messages are flowing.
- Customer Point of Contact can configure all CallPilot voicemail boxes to forward VM messages with an attached .Wav file to the email address that is given to Mutare by the Customer. The Customer also has the opportunity to have each individual go into the My CallPilot web interface and set up the Message Forward Rule as well, to the correct email address.
- Please make sure that the CallPilot VM system is allowed to send out SMTP messages to the email address given by the Customer for giSTT message processing.
- Please make sure that your firewall / email system will accept emails with audio attachments. Also make sure to check your Spam folder if you are not seeing giSTT messages in your email inbox.
- Please make sure that all audio files are .Wav files and are sent to the email address that is given to Mutare by the Customer.
- We strongly suggest that you change your greeting to let the caller know that the Voicemail will be transcribed. **Example:** *“You have reached Jon Doe, please speak a clear short message, your voicemail will be transcribed and sent to me as readable Text for quicker response”*
- Note: The clearer the audio file the better our automated engine will be able to transcribe the audio to text. If you need higher quality transcriptions, please contact Mutare or your Avaya Partner to discuss our giSTT Premium service.
- The end user will receive an email with an attached .wav or .mp3 audio file and the transcription of the audio in the email body.
- If this is for a BCM CallPilot, it is only compatible with BCM50 rls. 3.0 and higher, BCM450 1.0 and higher, or a BCM with rls. 5.0 or higher installed.