

## Mutare Voice for IP Office Pre-Installation Checklist

Document 154-App Server must be completed and submitted to Mutare Software before EVM for IP Office is installed. We recommend downloading the most recent version from [www.mutare.com](http://www.mutare.com).

EVM for IP Office connects to the mailbox store on the Voicemail Pro Server. EVM can be co-located on the same server as the Voicemail Pro Server, if Voicemail Pro is installed on a Windows Server that meets the requirements of Document 154-App Server.

### Site Configuration

Site Information	
Site Name	
Voicemail Pro Server IP Address	

Application Server Configuration Options	
Ensure that Web Services of IIS on the Application Server have been installed.	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. <a href="http://evm.organization.com">http://evm.organization.com</a> .  This DNS entry may need to be external if users wish to “delete” or “mark read” voicemails on the voicemail server from a mobile device. If a DNS entry is not provided, the machine name or IP Address will be used.	
Ensure that SMTP Virtual Server portion of IIS on the Application Server has been installed.	Complete? <input type="checkbox"/>
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	

Customer Initials:

VoiceMail Pro Configuration	
VoiceMail Pro Release (must be at 4.2 or greater) <sup>1</sup> The IMAP server is installed as a standard part of the Voicemail Pro service installation. It uses the IP address of the Voicemail Pro server and runs on the standard IMAP port 143*. *For Voicemail Pro release 9.1 and greater, we will run on IMAP port 993. In the <b>Licenses</b> section of the IP Office Manager, check that the <b>License Status</b> of the <b>UMS Web Services license</b> is now shown as <b>Valid</b> . <sup>2</sup> For Voicemail Pro release 11.x and greater, each mailbox must have a Power User or Office Worker license. <sup>3</sup>	Complete? <input type="checkbox"/>
Ensure that "UMS Web Services" is enabled for each IP Office User that will be using EVM.	Complete? <input type="checkbox"/>
IP Office pilot number (number to check voicemail from outside your organization).	
Create a test mailbox and password to use during installation to confirm the application.	_____ Test mailbox number _____ Test mailbox password
Is Contact Store installed on the Voicemail Pro server? If Yes, EVM may not be able to be installed on the Voicemail Pro server.	_____ Yes                  _____ No

<sup>1</sup> Voicemail Pro is enabled by the Preferred Edition or Advanced Edition License of IP Office.

<sup>2</sup> A UMS WEB license (web and email access to voicemail) is required for EVM functionality.

<sup>3</sup> For version 11.x or later, a "Power User" or "Office Worker" license is required in addition to the UMS WEB license.

Customer Initials:

### Common Server Ports Used:

Port 143	(For VM Pro 9.0 and earlier) Used to connect to Voicemail system for EVM.
Port 993	(For VM Pro 9.1 and later) Used to connect to Voicemail system for EVM.
Port 25	Used to relay emails from the server to your SMTP Gateway.
Port 80	Used inbound for EVM. External access over port 80 may be needed to perform some EVM admin functions off network.
Port 443	(Optional) Used in place of port 80 if SSL is being used. Customer must provide their own certificate for SSL.

### NOTE:

In order for the web links to work for end users outside your network (e.g. smartphone users or users accessing from home), the EVM server must be opened externally to the Internet. This will allow an end user to (1) stream the voice message, if applicable, or (2) delete the voicemail message from the voice mailbox, or (3) mark the message read in the voice mailbox, or (4) utilize the mobile client. It is the customer's responsibility to configure the routing/firewall/DNS settings to allow external users access to the EVM website.

Mutare recommends that the customer procure an SSL certificate for the EVM website. Your Mutare Project Manager can help create the Certificate Signing Request (CSR), but it is the customer's responsibility to procure and purchase the SSL certificate itself.

Customer Initials: