

giSTT Hosted for Avaya IP Office Pre-Installation Checklist

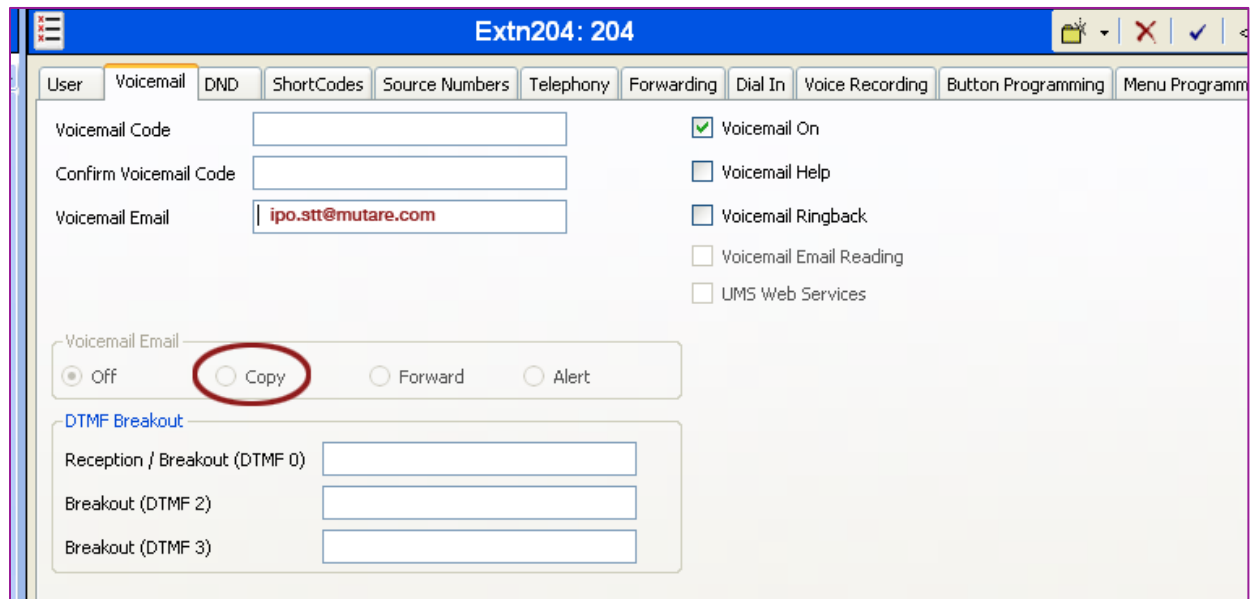
Please complete and submit this document to Mutare or your IP Office partner. If you have any questions, please contact your Mutare assigned project manager or your IP Office partner.

Site Configuration

Site Information	
Site Name / Company Name	
Partner Point of Contact Email	
Partner Point of Contact Phone Number	

Configuration Information	
Test Mailbox: First and last name	
Test Mailbox: Email address for giSTT message delivery	
Test Mailbox: Type of audio file delivery	
Test Mailbox: Number	

Fig 1: IP Office mailbox message forward setting example



Extn204: 204

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recording Button Programming Menu Programm

Voicemail Code

Confirm Voicemail Code

Voicemail Email

Voicemail On
 Voicemail Help
 Voicemail Ringback
 Voicemail Email Reading
 UMS Web Services

Voicemail Email

Off **Copy** Forward Alert

DTMF Breakout

Reception / Breakout (DTMF 0)

Breakout (DTMF 2)

Breakout (DTMF 3)

Customer Initials:

Customer Responsibilities / Info

- We suggest that the customer point of contact run a few preliminary tests with Mutare to make sure that the IP Office system is set up properly and the delivery of messages are flowing.
- Customer point of contact will need to configure all IP Office voicemail boxes to forward VM messages with an attached .Wav file to the email address that is given by Mutare during configuration and testing.
- Please make sure that the IP Office voicemail system is allowed to send out SMTP messages to the (Please request email address during kick off call) email address given by Mutare for giSTT message processing.
- Please make sure that your firewall / email system will accept emails with audio attachments coming from mutare.com. 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 that are sent to Mutare for processing are .wav files.
- 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 IP Office 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 you would like to know about any extra options please contact Mutare or your IP Office partner for details.
- Note: Please fill out the time zone for each user. EST = -5, CST = -6, MST = -7, PST = -8

Customer Initials:

Mailbox Number	Short Name in IPO	User Name	Email Address	Email Address 2 (optional)	giSTT Yes	.wav or .mp3	Time Zone
1234	JohnSmith	John Smith	johnsmith@email.com		Y	mp3	-6

Customer Initials:

Mailbox Number	Short Name in IPO	User Name	Email Address	Email Address 2 (optional)	giSTT Yes	.wav or .mp3	Time Zone

Customer Initials:

Mailbox Number	Short Name in IPO	User Name	Email Address	Email Address 2 (optional)	giSTT Yes	.wav or .mp3	Time Zone

 Customer Initials: