

Mutare Voice™ Pre-Install

This document outlines the necessary requirements for installation of the Mutare Voice application in the Mutare Secure Cloud. In many cases, a VPN tunnel will be required from the Mutare Secure Cloud to the customer location. The VPN tunnel can support SMTP sending, Skype for Business sending as well as Active Directory (AD) login authentication for the Mutare Voice web application.

Please select appropriate options for your Mutare Voice Setup

- Implementing giSTT (Speech to Text): Yes No

- Choose available notifications types:
 - Email notifications Yes No
 - SMS notifications Yes No
 - Skype for Business IM notifications** Yes No

**Skype for Business in Office 365 is not available from Microsoft

- Single Sign On (SSO) Yes No

- Active Directory Synchronization (See Document 296) Yes No

- Expected user count for Mutare Voice: _____

- In order to test the application, Mutare requires a DID phone number that the installer can call which will then route to the Mutare Voice server via SIP:
 - Direct dial (DID) with area code: _____
 - Ext. associated with that DID: _____

- If a DID cannot be provided, please provide the main access number where an extension can be dialed:
 - Main access number: _____

- Auto Attendant (AA) – Will you utilize the AA feature Yes No

Customer Initials:

Site Information	
Site Name	

SIP Particulars	
PBX Make/Model(s)	
Will calls be coming directly from the PBX or through another SIP server or SBC?	
Configure your PBX to redirect calls to stations on RNA/Busy to the SIP trunk on which the Mutare Voice server will answer the calls in the Mutare Secure Cloud.	
Ensure that the SIP Diversion Header contains the phone number or extension for each Mutare Voice user.	
Public IP Addresses: What are the public IP addresses that SIP calls will be coming from?	
SIP port	5060
SIP protocol	UDP
RTP Traffic Ports	30000-35000
Audio Codec	Prefer G711
Mutare Production Data Center SBC	68.70.168.105 (sbc01.mutare.com)
Mutare Backup Data Center SBC	64.78.157.191 (drsbc01.mutare.com)

Customer Initials:

Base System Configuration

Administrator Accounts	Configuration Settings
<p>Provide the desired account names for the Mutare Voice System Administrator(s) – Up to 5 accounts</p> <p><i>[These are the accounts that will be used to access the Mutare Voice administrative website. These accounts will have access to add new users, update user information and run administrative reports. Your implementation coordinator will provide you with passwords when the accounts have been created.]</i></p>	<p>Account Names:</p>
System Domain Name & URL addresses	
<p>URL for the Mutare Voice website</p> <p><i>[This URL is where users will login to access the web interface for Mutare Voice] Web site will be a .mutare.com domain.</i></p>	<p>URL for Mutare Voice Web Site:</p> <p>Examples:</p> <ul style="list-style-type: none"> - company.mutare.com - facility.mutare.com
Technical / Administrative Contact	
<p>This will be the primary contact for system maintenance, outage notices, updates, release notes, etc.</p>	<p>Name:</p> <p>Address 1:</p> <p>Address 2:</p> <p>City, State, Zip:</p> <p>Telephone:</p> <p>Email Address:</p> <p>Preferred method for urgent communications:</p> <p><input type="checkbox"/> Email <input type="checkbox"/> Cell Phone</p>

SMS Notification Configuration

Phone Number	Configuration Settings
<p>The Mutare Voice system will have a North American telephone number associated with your system for outcalls and SMS notifications. Please provide a preferred area code for your telephone number.</p>	<p>Preferred Area Code:</p>

Email Notification Configuration

SMTP E-Mail Information	Configuration Settings
<p>Mutare Voice can send email notifications through your email server.</p>	<p>Account Name:</p> <p>Example: vitalalert@company.com</p>

Customer Initials:

<p>Provide an SMTP email account and password for email messages. <i>[This account is the mailbox that will be used to send messages to users.]</i></p> <p>A VPN tunnel may be required to send emails through your SMTP server. Please contact your IT department.</p> <p>NOTE: Optionally, the Mutare email servers can be utilized for email notifications. Contact your Mutare representative for pricing.</p>	<p>Account Login ID: (if different)</p> <p>Account Password: DO NOT ENTER HERE [NOTE: Please provide to your implementation coordinator]</p> <p>Email Server Name or IP:</p> <p>Port Number:</p> <p>TLS/SSL? TLS: <input type="checkbox"/> SSL: <input type="checkbox"/></p> <p>VPN Needed? Yes: <input type="checkbox"/> No: <input type="checkbox"/></p>
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Skype for Business Configuration (On Premise Only)

Skype for Business Information	Configuration Settings
<p>Mutare Voice can send Lync/Skype for Business notifications through your Lync server.</p> <p>Provide a Lync account and password for Lync messages.</p>	<p>Account Name: <i>Example:</i> <u>mutarevoice@company.com</u></p> <p>Account Login ID: (if different)</p> <p>Account Password: DO NOT ENTER HERE [NOTE: Please provide to your implementation coordinator]</p> <p>Lync Server Name or IP:</p>

VPN

See document 288-Mutare VPN Configuration for detailed information regarding VPN tunnel connectivity.

Customer Initials: