

## Mutare Voice™ Pre-Install

This document outlines the application features and requirements for an on-premise implementation of Mutare Voice on a customer provided Windows server.

### Please select appropriate options for your Mutare Voice Setup

- Use local SQL Express:  Yes  No
- If using customer SQL environment\*:  Windows Auth  SQL Auth  
\*If using Windows Auth, account must be local admin on Mutare Voice server
- Implementing giSTT (Speech to Text):  Yes  No
  - Where will audio messages be processed?  On Premise  Cloud
- Choose available notification types:
  - Email notifications  Yes  No
  - SMS notifications  Yes  No
- 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 permanent DID phone number that the installer can call which will then route to the Mutare Voice server via SIP. Mutare will continue to use this test mailbox/extension to monitor the application.
  - Direct dial (DID): \_\_\_\_\_
    - 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: \_\_\_\_\_

Customer Initials:

SIP Particulars	
PBX Make/Model	
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.	Review Document 293 for additional details on Avaya CM and SM configuration
Ensure that the SIP Diversion Header contains the phone number or extension for each Mutare Voice user.	Review Document 293 for additional details on Avaya CM and SM configuration
SIP port (5060)	Port number if different from default 5060: _____
SIP protocol (TCP/TLS)	TCP / TLS
Audio Format must be G.711	
When out calling, what pre-digits to dial:	
What Caller ID Number and Name to use when Mutare Voice makes outcalls.	

Phone Number	Configuration Settings
Mutare Voice will have a North American telephone number associated with your system for SMS notifications. Please provide a preferred area code for your telephone number.	Preferred Area Code: _____

SMTP Email Information	Configuration Settings
Mutare Voice can send email notifications through your email server. 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>	Account Name: _____ <i>Example: mutarevoice@company.com</i> Account Login ID: _____ (if different) Account Password: DO NOT ENTER HERE [NOTE: Please provide to your implementation coordinator] Email Server Name or IP: _____ Port Number: _____ TLS/SSL?      TLS: <input type="checkbox"/> SSL: <input type="checkbox"/>

Customer Initials:

Active Directory Information	Configuration Settings
Provide the fully qualified names AND IP ADDRESSES of at least 2 Active Directory (AD) Servers if your site will use AD authentication.	AD Server 1: _____ AD Server 2: _____ AD Port: 389 or 636

Server Configuration Information	
Application Server IP Address.	
A local administrator account must be created for installation. If using Windows Auth for SQL access, services and web page run under this account. This account will also be used by Mutare to login to the server. This account must be part of a domain if using Windows Auth.	
It is recommended that a DNS entry be created for the website. Provide the URL to the Mutare Voice website. e.g. <a href="http://mutarevoice.organization.com">http://mutarevoice.organization.com</a> .  This DNS entry may need to be external if users wish to stream messages or edit profile. If a DNS entry is not provided, the machine name or IP Address will be used.	
Mutare will be installing SQL Server 2016 Express to host the database for the application unless customer requires database to reside within their SQL environment.	
Mutare will configure the server to host a website for the Mutare Voice Administration using IIS. Mutare will configure IIS to support the .NET website.	
The application server needs to be able to access the internet for the following services: <ul style="list-style-type: none"> <li>• giSTT</li> <li>• SMS</li> <li>• Phone number validations</li> <li>• Licensing</li> </ul>	
Microsoft Desktop Experience is required to be installed on the server for TTS services.	

Customer Initials:

**Common Server Ports Used:**

Port(s)	In/Out	IPs (if external)	Traffic
25/587	Outbound	Internal SMTP Server	Mutare Voice logs in with an email account and sends all email notifications from this account.
443	Outbound	<ul style="list-style-type: none"> <li>• Amazon Web Services</li> <li>• Amazon Web Services</li> <li>• 68.70.168.26 (gistt.mutare.com)</li> <li>• Customer Skype Server</li> </ul>	<ul style="list-style-type: none"> <li>• Phone Number Verification</li> <li>• SMS</li> <li>• giSTT (Speech to Text)</li> <li>• Skype for Business</li> </ul>
443	Inbound	Mutare Voice Server IP address	Administrators and End Users (if you allow access) require inbound 443 access to the Mutare Voice web site.
389/636	Outbound	Customer AD Servers	Used for Administrator and End User AD authentication.
5060	Inbound/Outbound	PBX, SBC, Session Manager etc.	SIP signaling
Others	Inbound/Outbound	PBX, SBC, Session Manager, Media Gateway or Controller, etc.	RTP traffic

Administrator Accounts	Configuration Settings
Provide the desired account names for the Mutare Voice System Administrator(s) <i>[These are the accounts that will be used to access the spam filter administrative website.]</i>	Account Names:
Technical Support Contacts	
This will be the primary contact(s) for system maintenance, outage notices, updates, release notes, etc.	Name: Telephone: Email Address:  Name: Telephone: Email Address:

Customer Initials: