

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 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: _____
- Auto Attendant (AA) Yes No
- Message Waiting Indicator (Requires an additional VM) 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	UDP- 5060 TCP – 5060 TLS - 5061
What transport protocol for SIP would you like to utilize?	<input type="checkbox"/> UDP <input type="checkbox"/> TCP <input type="checkbox"/> TLS
Would you like to utilize a VPN tunnel for connection with Mutare?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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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Administrator Accounts	Configuration Settings
<p>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></p>	<p>Account Names:</p>
Technical Support Contacts	
<p>This will be the primary contact(s) for system maintenance, outage notices, updates, release notes, etc.</p>	<p>Name: Telephone: Email Address:</p> <p>Name: Telephone: Email Address:</p>

VPN

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

What Mutare Monitor Tracks

Mutare uses telemetry data to identify security and reliability issues, to analyze and fix software problems, to help improve the quality of Mutare Voice and related services, and to make design decisions for future releases.

As of 7/12/2022, Mutare Monitor tracks the following data:

- Product version and feature enablement state
- Licensing

Customer Initials:

- Usage statistics
- Environment details: machine name, OS level

Mutare Monitor does not track:

- Personally Identifiable Information (PII), including user details, or phone numbers

Mutare Monitor posts to the following endpoint:

- <https://joshua.es.centralus.azure.elastic-cloud.com>

Customer Initials: