VoiceCenter™

FEATURES & BENEFITS

+ A Microsoft® Response Point™ Phone System

+ Designed with Simplicity in Mind: Easy to Install, Use, and Manage

+ Scalable – Add Up to 50 Phones and Phone Lines[1] to a Network

+ No Fees or Licenses Required for Adding More Phones or Gateways

+ Auto Phone and Gateway Discovery Feature Makes Installing Hardware Quick and Easy

+ One-touch Voice-activated Dialing and Voicemail Access

+ Automated Attendant for Directing Incoming/Transferring/Parking/ Retrieving Calls

+ 3-way Call-conferencing

+ Voicemail to E-mail Forwarding

+ Incoming Call Notification on a PC

+ Microsoft Outlook Contact Integration

+ Two-click Backup and Restore

Microsoft® Response Point™

VoiceCenter™ IP-based Phone System

What is VoiceCenter™?

D-Link® VoiceCenter™, a Microsoft® Response Point™ phone system, is an IP-based phone system designed for small to medium-sized businesses (SMB) with support for up to 50 users. VoiceCenter provides numerous advantages over traditional PSTN (analog) phone systems while retaining the reliability of PSTN phone lines[1] for accepting inbound and making outbound calls. Unlike previous generations of complicated, hard-to-use IP-based products, VoiceCenter is easy to install, manage, and maintain. Rather than taking days, it only takes a short amount of time to get the phone system up and running. VoiceCenter is also portable - businesses that need to relocate offices can easily take the phone system along. In addition, while D-Link provides solid phone system hardware, the integrated Microsoft Response Point phone system software provides state-of-the-art features such as Voice-activated Dialing and Voicemail Access, Automated Attendant for routing calls, and Automatic Phone and Gateway Discovery that allows for a simplified setup process.

What is Included with VoiceCenter?

There are two VoiceCenter bundles: the DVX-2000MS-5 and DVX-2000MS-10. They both include one DVX-2000MS PBX/Base Unit, one DVG-3104MS PSTN Gateway, and the Microsoft Response Point phone system software. In addition, the DVX-2000MS-5 includes five DPH-125MS IP Phones while the DVX-2000MS-10 includes ten phones. There are no additional fees or licenses required to add more phones or Gateways to the system. Simply add more as needed - up to 50 phones and 50 PSTN lines[1].

How Does It All Work Together?

The DVX-2000MS PBX/Base Unit is the heart of VoiceCenter that runs the Microsoft Response Point phone system software. It is also responsible for routing all inbound/outbound calls as well as internal calls. Using the Microsoft Response Point phone system software on a networked PC, the DVX-2000MS can be configured and easily managed. In addition, the software facilitates hardware setup by providing Automatic Phone and Gateway Discovery feature that automatically detects when new IP phones or PSTN gateways are connected to a network.

The DVG-3104MS PSTN Gateway enables SMBs to connect PSTN lines[1] to a VoiceCenter IP-based phone system on a network. The Gateway provides four PSTN (FXO) ports for connecting up to four separate PSTN lines[1]. More Gateways can be added to a network to accommodate additional PSTN lines[1].

The DPH-125MS IP Phone includes many standard and advanced features not found in analog phone systems. With the built-in Microsoft Response Point (RP) button, users have one-touch access to Voice-activated commands. Voice-activated Dialing is one of the Voice-activated commands that enable users to reach anyone in the company directory or their Microsoft Outlook address book by simply saying their name. Users can also transfer, park, and retrieve calls the same way. Voicemail to e-mail forwarding is another convenient feature. Installing the DPH-125MS is a breeze since there is no need to run additional Ethernet cables to desktops. This phone provides two Ethernet ports for connecting to a network and PC. Setting up new phone extensions is just as easy and only takes a few simple steps to complete.

Next-generation SMB Phone System

By building a solid, dependable hardware platform to run a powerful yet easy to use, install, and manage phone software, D-Link and Microsoft have accomplished creating the next-generation SMB phone system. D-Link VoiceCenter, a Microsoft Response Point phone system, is the clear choice for today's productivity and efficiency-minded small to medium-sized business.

VoiceCenter™

DVX-2000MS

PBX/Base Unit for VoiceCenter Phone System

Technical Specifications

Phone System	+ Phone Network Integration	- PSTN Support via FXO ATA
	+ Automated Attendant (DTMF & Speech-based) - User Directory - Frequently Asked Questions - Nicknames - Easy Access to Live Operator - Customizable Prompts	+ Call Forwarding To External Phone Numbers-specific External Phone Numbers Treated as Internal Phones
	+ Incoming Call Direct Access (Similar To DID)	+ Call Forwarding to Internal Lines
	+ Personal External Line Impersonation (e.g. Employee's Cell Phones)	+ PA System Integration
Voicemail	+ Built-in Voicemail System	+ Voicemail-to-E-mail Forwarding
	+ Voicemail Retrieval over the Phone	+ Approximately 1,000 Minutes of Voicemail Storage
PC Integration	+ Contacts - Microsoft Outlook Integration - Incoming Call Notification - Windows Contacts / Windows Address Book Integration	+ Configuration - Easy Customization by the End-user - Call Forwarding Rules Management
	+ Employee Directory	
Administration	+ Seamless Setup & Administration - Auto-discovery of Phones and PSTN Gateways - Wizards for Phone and Service Configuration - Reserve Lines for Inbound Calls	+ Ongoing Operations - System Status Monitoring - Voice Mail Usage Summary - System Settings Backup & Restore
Phone	+ One-button Access to Voice Commands - Voice Dial Other Employees - Voice Dial Personal Contacts - Park - Retrieve - Transfer	+ Phone Auto Discovery
Environmental	+ Operating Temperature: 32°F to 122°F	+ Storage Temperature: -13°F to 131°F
	+ Humidity: 5% ~ 95% (Non-condensing)	
Certifications	+ FCC Class A	
Physical	+ Item Dimensions (WxHxD): 3.54" x 9.06" x 8.07"	+ Weight: 3.5 lbs
Packaging	+ DVG-2000MS-5 Dimensions (WxHxD): 9.5" x 14.0" x 27.0"	+ DVG-2000MS-5 Weight: 40.0 lbs
	+ DVG-2000MS-10 Dimensions (WxHxD): 12.5" x 18.0" x 24.0"	+ DVG-2000MS-10 Weight: 65.0 lbs
Warranty	+ 1-Year Limited[2]	

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4-Port PSTN Gateway for VoiceCenter Phone System

Technical Specifications

Key Features	+ Auto-discovery	+ Auto-provisioning Ability
	+ Route PSTN Lines to an IP Network	
Network Features	+ SIP (RFC 3261) Compliant	+ 10/100Base-TX Connection
	+ PSTN Port: Four Analog FXO Ports	+ COM Port: RJ-45 Console Port
	+ QoS by ToS (Type of Service)	+ SNTP (Simple Network Time Protocol)
Telephony Features Supported	+ Caller ID	+ Line Hunting
	+ VAD (Voice Activity Detection)	+ CNG (Comfort Noise Generator)
	+ Dynamic Jitter Buffer	+ Completed Voice Band Signaling Support
	+ Bad Frame Interpolation	+ Gain/Attenuation Settings
	+ G.168 Echo Cancellation	+ Provide Inbound and Outbound DTMF Generation/ Detection between LAN and PSTN Interface
Device Management	+ Secure Web-GUI Configuration	+ FTP Software Upgrade
	+ Remote Configuration	+ RJ-45 Console
LEDs	+ Indicator for PSTN Port Status	+ Power ON/OFF
	+ Link/ACT Status	+ READY Work Status
	+ VoIP Status	
Power	+ 5v, 4A	
Environmental	+ Operating Temperature: 32°F to 122°F	+ Storage Temperature: -13°F to 131°F
	+ Humidity: 5% ~ 95% (Non-condensing)	
Certifications	+ FCC Class B	+ FCC Part 68
	+ UL	
Physical	+ Item Dimensions (WxHxD): 6.0" x 1.5" x 9.0"	+ Item Weight: 1.1 lbs
Warranty	+ 1-Year Limited[2]	

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DPH-125MS

VoiceCenter™

IP Phone for VoiceCenter Phone System

Technical Specifications

Protocol	+ IETF SIP (RFC3261)	
Network Interface	+ RJ45 x 2, 10/100BaseT	
LCD Display	+ 2 x 16 Characters	
Key Pad	+ 25 Keys (Including Microsoft Response Point (RP) Button for One-touch Access to Voice-activated Commands)	
Call Features	+ Call Hold	+ Call Mute
	+ Call Retriever	+ Call Transfer
	+ Call Waiting	+ Call Forward (Busy / No Answer / Unconditional)
	+ Caller ID Display	+ Anonymous Call
	+ Anonymous Call Blocking	+ In-band DTMF / Out-of-band DTMF
	+ (RFC 2833) / SIP INFO	+ Message Waiting Indicator
	+ 3-way Conference	+ Redial
Codec	+ G.711µ-law	+ G.711a-law
	+ G.729a/b	
Phone Functions	+ Multi-user (4 SIP Accounts)	+ Speakerphone Communication
	+ Pre-dial Before Sending	+ Handset / Speakerphone Volume Adjustment
	+ Speed-dial (10 Records)	+ Phonebook (200 Records)
	+ Call History (Incoming / Outgoing / Missed Calls)	
Security	+ HTTP 1.1 Basic/Digest Authentication for Web Setup	+ MD5 for SIP Authentication (RFC 2069/ RFC 2617)
Dial Methods	+ Direct IP Call without SIP Registration	+ Dial Registered Number via SIP Server
	+ Dial URI from Phonebook / Speed-dial	
Voice Quality	+ VAD (Voice Activity Detection)	+ CNG (Comfort Noise Generation)
	+ AEC (Acoustic Echo Cancellation)	+ G.168
	+ Jitter Buffer	
QoS	+ ToS Field	+ IEEE 802.1q VLAN
Tone	+ DTMF	+ Ring Tone, 4 Selectable and 4 Editable Tones
	+ Ring Back Tone (Local and Remote)	+ Dial Tone
	+ Busy Tone	
IP Assignment	+ Static IP	+ DHCP
	+ PPPoE	
NAT Traversal	+ UPnP	+ STUN
TCP/IP	+ IP/TCP/UDP/DHCP/RTP/RTCP/	+ ICMP/HTTP/NTP/TFTP/DNS

DPH-125MS

VoiceCenter™

IP Phone for VoiceCenter Phone System

Configuration	+ Key & LCD Configuration	+ Web Browser Configuration
	+ Auto/Manual Provisioning System	
Firmware Upgrade	+ TFTP	+ Auto Provisioning System
Power	+ Input AC 100-120V / 220-240V	+ Output DC 5V
Environmental	+ Operating Temperature: 32˚F to 104˚F	+ Storage Temperature: -4˚F to 140˚F
	+ Humidity: 5% ~ 95% (Non-condensing)	
Certifications	+ FCC Class B	+ UL
Physical	+ Item Dimensions (WxHxD): 7.9" x 3.2" x 7.9"	+ Item Weight: 1.61 lbs
Warranty	+ 1-Year Limited[2]	

Ordering Information

Part Number	Description
DVX-2000MS-5	VoiceCenter IP Phone System, 5-Phone Kit for Response Point
DVX-2000MS-10	VoiceCenter IP Phone System, 10-Phone Kit for Response Point
DVG-3104MS	VoiceCenter 4-Port PSTN Gateway for Response Point
DPH-125MS	VoiceCenter IP Phone for Response Point

MINIMUM SYSTEM REQUIREMENTS
+ Computer with:
  - Windows Vista®[3] or Windows® XP SP2
    Operating System
  - Windows Internet Explorer® v6,
    Mozilla® 1.7.12 (5.0), or Firefox® 1.5 and
    Above (For Configuration)
  - CD-ROM Drive
  - Network Interface Card
+ For Internet Access
  - Cable or DSL Modem
  - Router
  - Subscription with an Internet Service Provider (ISP)

PACKAGE CONTENTS
+ DVX-2000MS PBX/Base Unit
+ DVG-3104MS 4-Port PSTN Gateway
+ DPH-125MS IP Phones (5 or 10)
+ CD[4] with:
  - Software
  - Product Documentation
+ Power Adapters
+ CAT5 Ethernet Cables
+ Phone Cable

[1] Requires a third party local (PSTN) phone service plan. D-Link Systems, Inc. is not a Telephone Service Provider or VoIP Phone Service Provider.
[2] 1-Year Limited Warranty available only in the USA and Canada.
[3] Computer must adhere to Microsoft's recommended System Requirements.
[4] Latest software and documentation are available at http://support.dlink.com.

Product specifications, size, and shape are subject to change without notice, and actual product appearance may differ from that depicted herein.

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