

D-Link®

Microsoft®
Response Point



QUICK INSTALL GUIDE

DVX-2000MS

VERSION 1.2

VoiceCenter™

System Requirements

- Computers with Microsoft® Windows® XP or Windows Vista™ operating systems with an installed Ethernet adapter
- Internet Explorer Version 6.0, Mozilla 1.7.12 (5.0), or Firefox 1.5 and above (for configuration)

Package Contents



D-Link DVX-2000MS
Base Unit



D-Link DPH-125MS
IP Phones (5 or 10)



D-Link DVG-3104MS 4-Port
PSTN Gateway



Manual, QIG and
Software on CD



Power Adapters



CAT5 Ethernet Cables



Phone Cable

Note: Using a power supply with a different voltage rating than the ones included will cause damage and void the warranty for this product.

If any of the above items are missing, please contact your reseller.

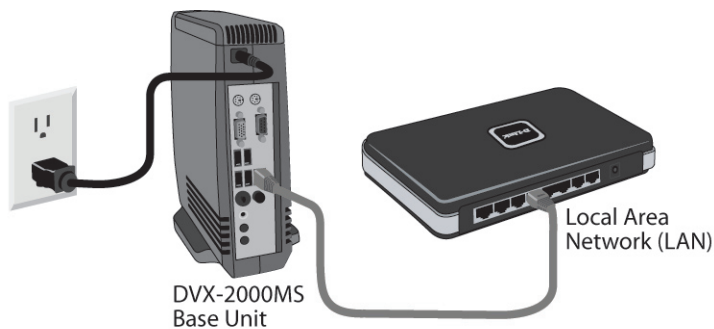
Hardware Installation

Connecting the DVX-2000MS Base Unit

Plug the power adapter into an AC outlet or power strip and plug the other end into the AC input on the back of the DVX-2000MS Base Unit. The power LED will light up to indicate proper connection.

Connect one end of the Ethernet cable to the LAN Port on the back of the DVX-2000MS Base Unit and connect the other end of the Ethernet cable to a Local Area Network via switch or hub. The LAN LED will light up to indicate proper connection.

When you have connected the DVX-2000MS to your network, it should look like the diagram below:

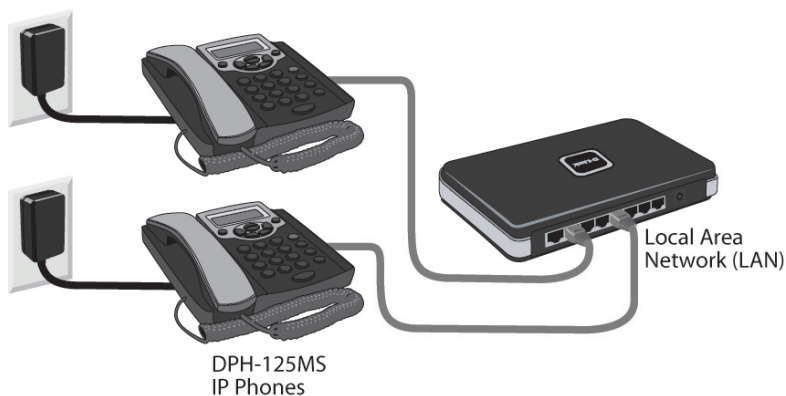


Connecting the DPH-125MS IP Phones

Plug the power adapter into an AC outlet or power strip and plug the other end into the AC input on the DPH-125MS IP Phone. The Power LEDs will light up to indicate proper connection.

Connect one end of the Ethernet cable to the LAN port on the IP Phone and connect the other end of the Ethernet cable to your Local Area Network using a hub or switch. Repeats steps for additional DPH-125MS IP Phones.

When you have connected the IP Phones to your network it should look like the diagram below.



Connecting the DVG-3104MS Gateway

The DVG-3104MS Gateway translates incoming phone calls so they can be sent over your organizations LAN, and translates outgoing calls into the format used by traditional phone service.

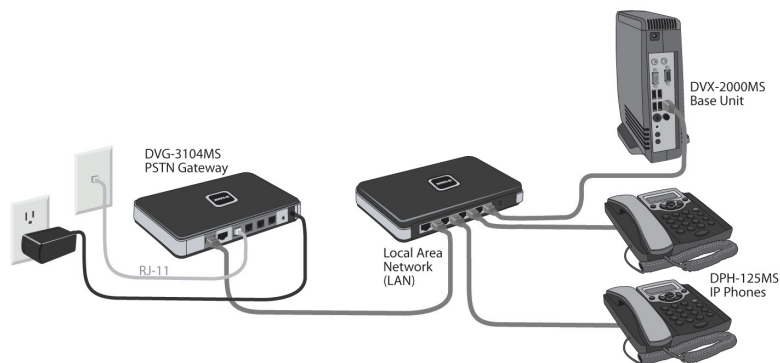
Note: Avoid disabling your existing phone service while setting up the VoiceCenter™. If you have an alternative jack available, use it to set up and test the VoiceCenter.

Plug the power adapter into an AC outlet or power strip and plug the other end into the AC input on the back of the gateway. The power LED will light up to indicate proper connection.

Connect one end of the Ethernet cable to the LAN Port on the back of the gateway and connect the other end of the Ethernet cable to your Local Area Network using a switch or hub. The LAN LED will light up to indicate proper connection.

Connect the phone cable to an available PSTN (FXO) Port on the back of the gateway and connect the other end to a phone jack.

When you have made all the connections to your network, it should look like the diagram below:



Software Installation

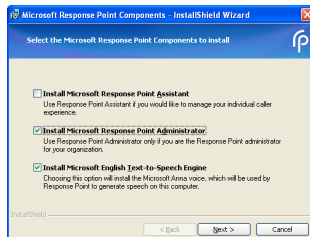
Microsoft Response Point Administrator

Insert the **VoiceCenter™** CD in the CD-ROM drive. The step-by-step instructions that follow are shown in Windows® XP.

If the CD Autorun function does not automatically start on your computer, go to **Start > Run**. In the run box type "**D:\setup.exe**" (where **D**: represents the drive letter of your CD-ROM drive).

Note: Microsoft® Response Point™ Administrator only operates with Windows® XP SP2 or Windows Vista™.

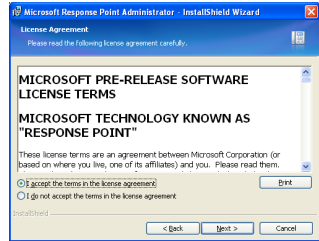
When the autorun screen appears, select **Install Microsoft Response Point Administrator** and click **Next** to continue.



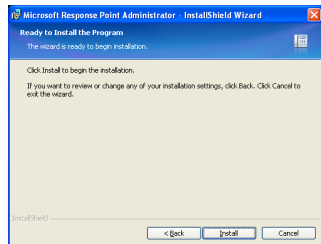
Click **Next** to continue.



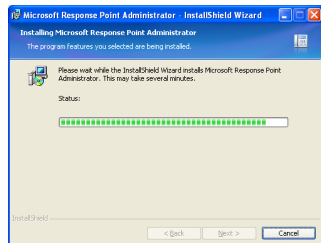
Accept the License Agreement and click **Next** to continue.



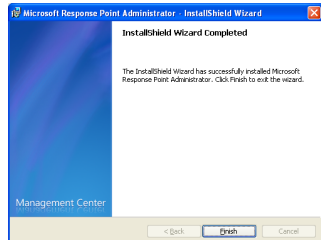
Click **Install** to begin the installation.



Please wait while the InstallShield wizard installs Microsoft® Response Point™ Administrator.



Installation is complete, click **Finish** to exit the wizard.



Starting Microsoft Response Point

Configure the DVX-2000MS Base Unit

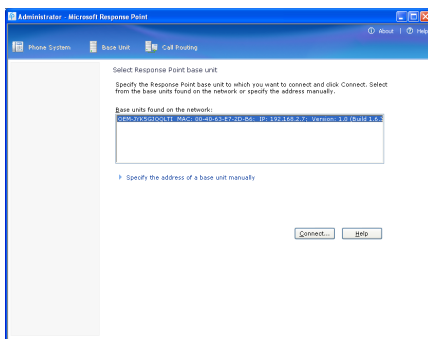
Use the following steps to start the Microsoft® Response Point™ Administrator software and log on to the DVX-2000MS Base Unit.

In Windows® XP, click **Start > All Programs >** and then click **Microsoft Response Point Administrator** to start the program.

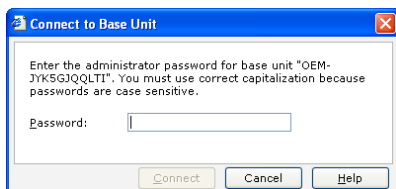
Select the DVX-2000MS base unit you just installed, and click **Connect**.

Note: *A few seconds may pass. If you don't see the DVX-2000MS base unit listed, it's likely that the base unit or the computer on which Administrator program is running, is not connected properly to the LAN. Make sure all cables and power cords are connected. Another potential problem is that the DVX-2000MS base unit is not turned on.*

Note: *If a Security Alert dialog box comes up, click **Unblock**.*

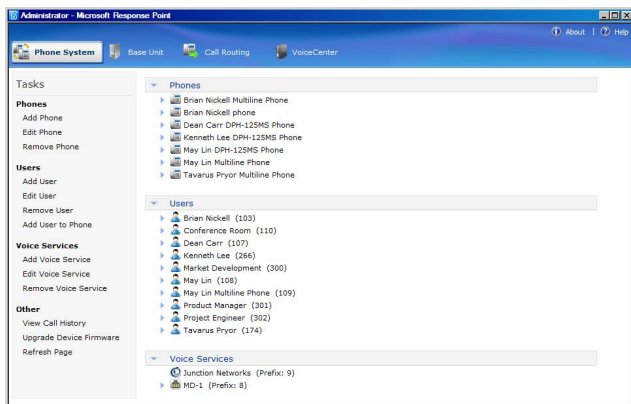


When prompted for a password, type the default password, **admin** and click **Connect**.



Note: *It's recommended that you change this password after logging in for security purposes.*

You have successfully logged onto the DVX-2000MS base unit. You may now configure your IP Phones and Gateway.

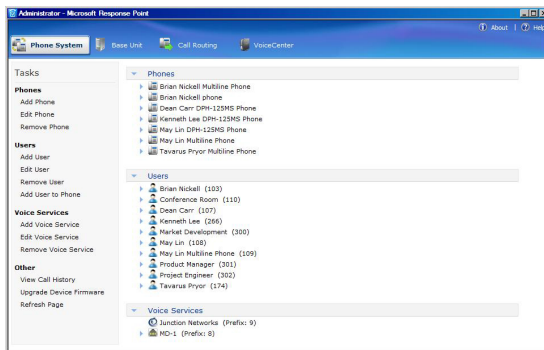


Configure the DPH-125MS IP Phones

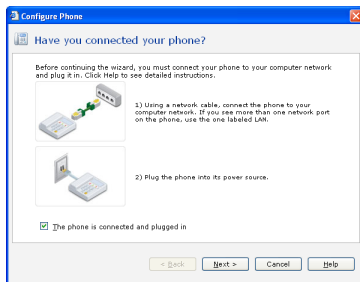
In Microsoft® Response Point™ Administrator, use the following steps to configure the DPH-125MS IP Phones.

Click the **Phone System** tab at the top of the screen if necessary.

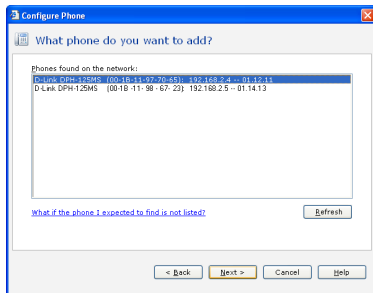
In the **Tasks** panel, under **Phones**, click **Add Phone** to launch the Configure Phone Wizard.



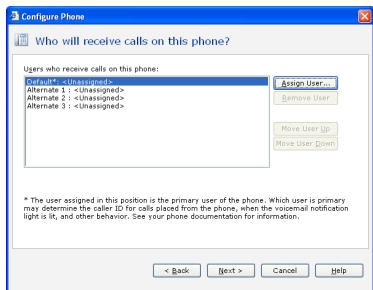
Select the check box confirming the IP Phone is connected and plugged in. Click **Next** to continue.



Select one of the D-Link DPH-125MS IP Phones you just connected and click **Next** to continue.



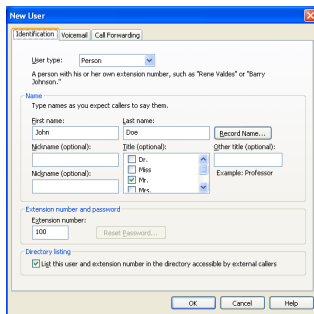
For this step, you will add a new user and assign that user to the phone you just selected. Click **Assign User** to open the New User screen.



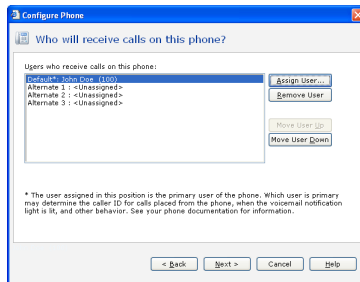
On the **Identification tab**, in the **User Type** box, select **Person** from the drop down menu if it is not already selected.

In the **Name** boxes, type the first and last name, and optional nick names or titles of the person who will use this phone. You should specify nicknames and titles if you think callers will use when asking for this user.

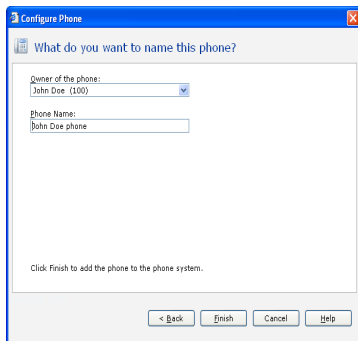
In the **Extension number** box, change the extension number if desired and click **OK** to continue.



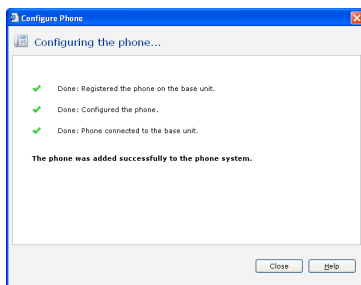
You have now assigned the person's name to Line 1 with the extension number you specified. You can assign up to 3 additional users to this phone or click **Next** to continue.



The owner and phone name have automatically been created for you. Click **Finish** to continue.



The IP Phone has been successfully added to the phone system. Click **Close** to exit the configuration wizard. Repeat instructions on pages 10 through 13 to add additional phones.

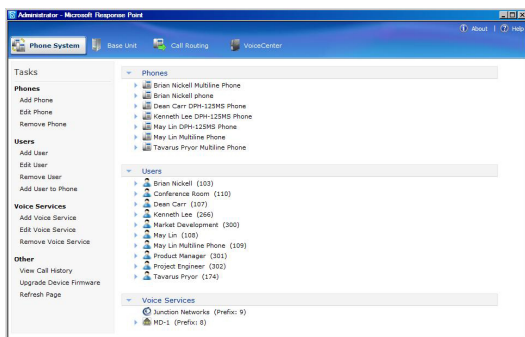


Configure the DVG-3104MS Gateway

In Microsoft® Response Point™ Administrator, use the following steps to configure the gateway:

Click the **Phone System** tab at the top of the screen if necessary.

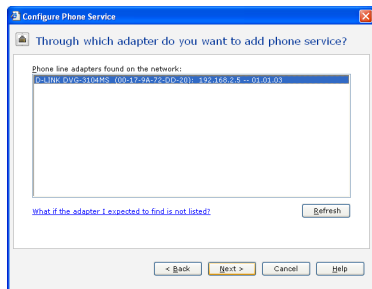
In the **Tasks** panel, under **Phone Service**, click **Add Phone Service** to launch the Configure Phone Service Wizard.



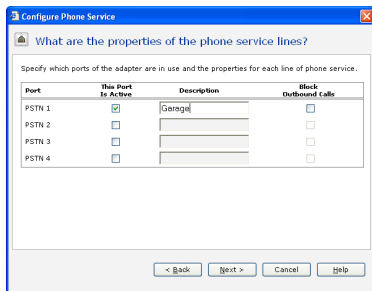
Select the check box confirming the gateway is connected and plugged in. Click **Next** to continue.



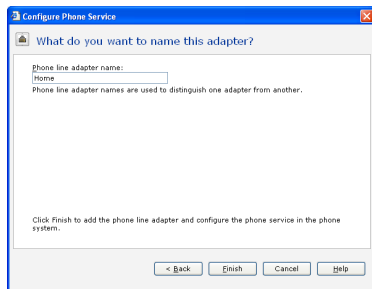
Select the D-Link DVG-3104MS Gateway you just connected and click **Next** to continue.



Select the **This Port Is Active** check box. Enter in a phone number or name associated with this line in the Description box. Click **Next** to continue.



Enter a name for the phone line adapter and click **Finish** to complete the configuration.



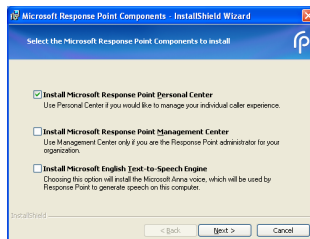
Install Microsoft Response Point Assistant

Insert the **VoiceCenter™** CD in the CD-ROM drive on the employee's computer using VoiceCenter. The step-by-step instructions that follow are shown in Windows® XP.

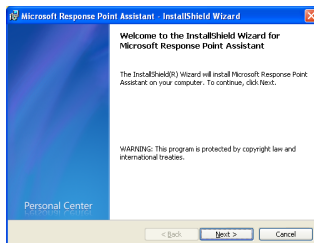
If the CD Autorun function does not automatically start on your computer, go to **Start > Run**. In the run box type "**D:\setup.exe**" (where **D**: represents the drive letter of your CD-ROM drive).

Note: Microsoft® Response Point™ Assistant only operates with Windows® XP SP2 or Windows Vista™.

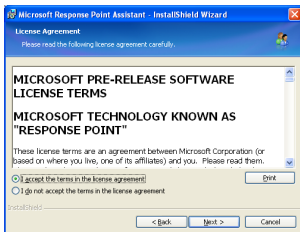
When the autorun screen appears, select **Install Microsoft Response Point Assistant** and click **Next** to continue.



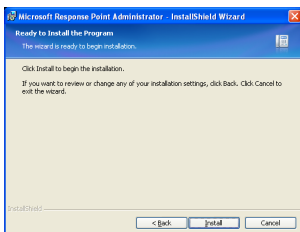
Click **Next** to continue.



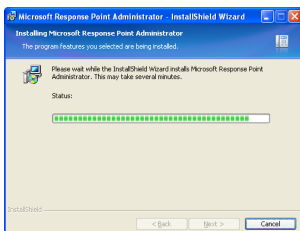
Accept the License Agreement and click **Next** to continue.



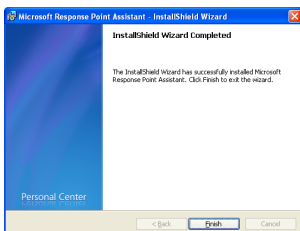
Click **Install** to begin the installation.



Please wait while the InstallShield wizard installs Microsoft® Response Point™ Assistant.



Installation is complete, click **Finish** to exit the wizard.



Now take the VoiceCenter CD to other computers, where DPH-125MS IP Phones are located and install Microsoft Response Point Assistant on them as well.

Start Microsoft Response Point Assistant

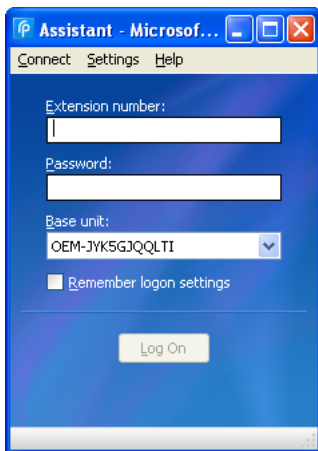
Use the following steps to start Microsoft® Response Point™ Assistant and log on to your DPH-125MS IP Phone.

In Windows® XP, click **Start > All Programs >** and then click **Microsoft Response Point Assistant** to start the program.

In the Extension box, type the extension number of the person who will use Microsoft Response Point Assistant.

In the Password box, type the password of the user. The default password is **9999**.

Click **Log On** to logon to Microsoft Response Point Assistant.



For more information on using Microsoft Response Point Assistant, see the VoiceCenter™ User Manual.

Test IP Phones

Now that you have the phones connected to the LAN and configured through Microsoft® Response Point™ Administrator, it's time to test the connection and configuration to make sure they work.

Note: *You can dial extension numbers in several ways:*

- Dial the number, and wait before the connection is made.
- Dial the number, and press **OK** on the phone (for a faster connection time).
- Press the **Response Point button** on the IP Phone, and say the name of the person you want to call, in this case the name of the phone user assigned to the phones you just configured.

To test the DHP-125MS IP Phones with the Microsoft Response Point phone system:

Using the first phone, dial the extension number assigned to the user on the second phone, and confirm that it rings.

Note: *It may take several seconds for the second phone to ring.*

Go to the second phone and dial the extension number of the user on the first phone.

If the phones did not work, the likely cause is a loose connection. Make sure all cables and cords are properly seated into their respective ports, jacks, and outlets.

Please see the VoiceCenter user manual for more information.

Technical Support

D-Link's website contains the latest user documentation and software updates for D-Link products.

U.S. and Canadian customers can contact D-Link Technical Support through our website or by phone.

United States

Telephone

(888) 404-6262

World Wide Web

<http://support.dlink.com>

Canada

Telephone

(888) 404-6262

World Wide Web

<http://support.dlink.com>



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