



### 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 8 Phone Lines<sup>1</sup> 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
- + Large Grayscale Graphical LCD
- + Twelve Programmable Function Keys – Line, One-Touch Dial, Park
- + Three Soft Keys – MWI, Call History, Conference & Internet Radio
- + One-touch Voice-activated Dialing and Voicemail Access
- + Automated Attendant for Directing Incoming/Transferring/Parking/Retrieving Calls
- + VPN Access
- + 3-way Call-conferencing
- + Intercom and Paging
- + Full Duplex Speakerphone
- + Voicemail to E-mail Forwarding
- + Incoming Call Notification on a PC
- + Microsoft Outlook Contact Integration
- + Two-click Backup and Restore



## VoiceCenter™ Multiline 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<sup>1</sup> 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 a 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, Call Logs for managing phone usage, 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-5P and DVX-2000MS-10P. 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-5P includes five DPH-128MS IP Phones while the DVX-2000MS-10P 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 8 PSTN lines<sup>1</sup>.

Additional VoiceCenter features include 2-way intercom, or 1-way pages using the intercom system, VPN access enabling people to use the phone system remotely, and automatic parked-call return. You can even schedule an Automated Receptionist to handle calls after-hours, holidays, or even during business closures.

### 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<sup>1</sup> 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<sup>1</sup>. Another DVG-3104MS can be added to a network to accommodate up to eight PSTN lines<sup>1</sup>.

The DPH-128MS IP Phone includes many standard and advanced features not found in analog phone systems. With features such as PoE support, a 3.2" grayscale graphical LCD that provides features such as date and time, calling party and number, presence information, four navigational keys to guide you through all the call features and functions, twelve programmable functional keys, VPN access and much more. 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. You can easily view incoming and outgoing phone calls made by using the Call History function. Installing the DPH-128MS 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.



## PBX/Base Unit for VoiceCenter Phone System

### Technical Specifications

Phone System	+ Phone Network Integration	- PSTN Support via FXO ATA
	+ Automated Attendant (DTMF & Speech-based) <ul style="list-style-type: none"> <li>- User Directory</li> <li>- Frequently Asked Questions</li> <li>- Nicknames</li> <li>- Easy Access to Live Operator</li> <li>- Customizable Prompts</li> </ul>	+ 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 <ul style="list-style-type: none"> <li>- Microsoft Outlook Integration</li> <li>- Incoming Call Notification</li> <li>- Windows Contacts / Windows Address Book Integration</li> </ul>	+ Configuration <ul style="list-style-type: none"> <li>- Easy Customization by the End-user</li> <li>- Call Forwarding Rules Management</li> </ul>
	+ Employee Directory	
Administration	+ Seamless Setup & Administration <ul style="list-style-type: none"> <li>- Auto-discovery of Phones and PSTN Gateways</li> <li>- Wizards for Phone and Service Configuration</li> <li>- Reserve Lines for Inbound Calls</li> </ul>	+ Ongoing Operations <ul style="list-style-type: none"> <li>- System Status Monitoring</li> <li>- Voice Mail Usage Summary</li> <li>- System Settings Backup &amp; Restore</li> </ul>
Phone	+ One-button Access to Voice Commands <ul style="list-style-type: none"> <li>- Voice Dial Other Employees</li> <li>- Voice Dial Personal Contacts</li> <li>- Park</li> <li>- Retrieve</li> <li>- Transfer</li> </ul>	+ Phone Auto Discovery
LEDs	+ Alarm	+ Local Network
	+ Compact Flash	+ Power
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
Warranty	+ 1-Year Limited <sup>2</sup>	



### 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 <sup>2</sup>	



## Multiline IP Phone for VoiceCenter Phone System

### Software Specifications

Phone Features	+ Multi-user (up to 4 SIP accounts)	+ One-Touch Dialing (up to 11 entries)
	+ Speed Dialing (up to 10 entries)	+ Phone Book (up to 200 contact names and phone numbers)
	+ Full Duplex Speaker Phone	+ Pre-dialing before sending
	+ Ringer, speaker, handset and headset volume settings	+ Caller ID
	+ Day/Time display	+ Call timer display
	+ 9 Selective Ring tones	+ Incoming call Indicator
	+ Password control for Configuration	+ MP3 Ringer
	+ Internet Radio	
Call Features	+ Call Hold/Resume	+ Call Mute
	+ Call Transfer (Blind, Attend & Early Attended Transfer)	+ Call Forward (Busy, No answer, Unconditional)
	+ Call Waiting & Indication	+ Three Way Conferences
	+ Anonymous Call / Rejection	+ Message Waiting Indication
	+ Do Not Disturb	+ Redial / Last Number Redial
	+ Auto Answer	+ Call Park/Retrieve
	+ Call Pickup	
Voice Codec	+ G.711a/u (64kbps)	+ G.729a/b (8kbps)
Advance Voice Quality Feature	+ Silence Suppression	+ Acoustic Echo Cancellation (G.167)
	+ Voice Activation Detection (VAD)	+ Comfort Noise Generation
	+ Jitter Buffer	+ DTMF Transmitter (SIP info, Transparent, RTP 2833 relay)
	+ Packet Lost Concealment (PLC)	
Signal, Media & Network Protocols	+ SIP RFC 3261	+ SDP RFC 3266
	+ RTP RFC 1889	+ IP assignment: DHCP, Static IP
	+ STUN, UPnP & static port mapping (for NAT traversal)	+ SNTP
	+ DNS & DNS SRV	+ TFTP/FTP/HTTP for Auto Provision
	+ IP/TCP/UDP/ARP/ICMP	
Network Capability	+ QoS: IEEE 802.1Q & IEEE 802.1p Compliant	+ DiffServ (DSCP)/ToS
	+ Full range VLAN ID Support	+ Class of Service Support by VLAN Tag
User Interface and Network Management	+ LCD/Keypad UI	+ HTTP (WEB) UI
	+ FTP/TFTP/HTTP for Firmware remote update	+ APS auto-provisioning for firmware and profile upgrade
	+Emergency upgrade if firmware is corrupted	



## Multiline IP Phone for VoiceCenter Phone System

### Technical Specifications

Physical	+ Item Dimension: 7.9" x 8.6" x 3.9" (200mm x 220mm x 100mm)	
	+ Item Weight: 1.8 lbs (840g)	
	+ Packaging Dimension: 11.9" x 8.2" x 3.5" (302mm x 209mm x 89mm)	
	+ Packaging Weight: 3.1lbs (1.4Kg)	
Power Adapter	+ Input: 100~120 VAC	+ Output: DC 5V / 2000mA
	+ Maximum Watt: 10 Watts	
Power over Ethernet (PoE)	IEEE 802.3af PoE through WAN interface	
Power Consumption	+ Typical: 2.8 Watt (Standby)	+ Max.: 4.1 Watt (Talking)
Temperature	+ Operating: 32°F to 104°F (0°C to 40°C)	+ Storage: -4°F to 140°F (-20°C to 60°C)
Related Humidity	+ Operating: 10% ~ 90 % (Non-condensing)	+ Storage: 10% ~ 95% (Non-condensing)
Warranty	1-Year Limited <sup>2</sup>	

### Packaging

Packaging Dimensions (WxHxD)	+ DVX-2000MS-5P: 12.50" x 16.50" x 17.75" (317.5mm x 419.1mm x 450.9mm)	
	+ DVX-2000MS-10P: 12.50" x 22" x 23.25" (317.5mm x 558.8mm x 590.6mm)	
Packaging Weight	+ DVX-2000MS-5P: 25lbs (11.34kg)	
	+ DVX-2000MS-10P: 40lbs (18.14kg)	

### Ordering Information

<i>Part Number</i>	<i>Description</i>
DVX-2000MS-5P	VoiceCenter IP Phone System, 5-Phone Kit for Response Point, includes 5 DPH-128MS (PoE support), 1 DVG-3104MS, 1 DVX-2000MS
DVX-2000MS-10P	VoiceCenter IP Phone System, 10-Phone Kit for Response Point, includes 10 DPH-128MS (PoE support), 1 DVG-3104MS, 1 DVX-2000MS
DVG-3104MS	VoiceCenter 4-Port PSTN Gateway for Response Point
DPH-128MS	VoiceCenter Multiline IP Phone for Microsoft Response Point, PoE

#### MINIMUM SYSTEM REQUIREMENTS

- + Computer with:
  - Windows Vista<sup>®</sup> or Windows<sup>®</sup> XP SP2 Operating System
  - Windows Internet Explorer<sup>®</sup> v6, Mozilla<sup>®</sup> 1.7.12 (5.0), or Firefox<sup>®</sup> 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-128MS IP Phones (5 or 10)
- + CD<sup>1</sup> with:
  - Software
  - Product Documentation
- + Power Adapters
- + CAT5 Ethernet Cables
- + Phone Cable

<sup>1</sup> Requires a third party local (PSTN) phone service plan. D-Link Systems, Inc. is not a Telephone Service Provider or VoIP Phone Service Provider.

<sup>2</sup> 1-Year Limited Warranty available only in the USA and Canada.

<sup>3</sup> Computer must adhere to Microsoft's recommended System Requirements.

<sup>4</sup> 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.