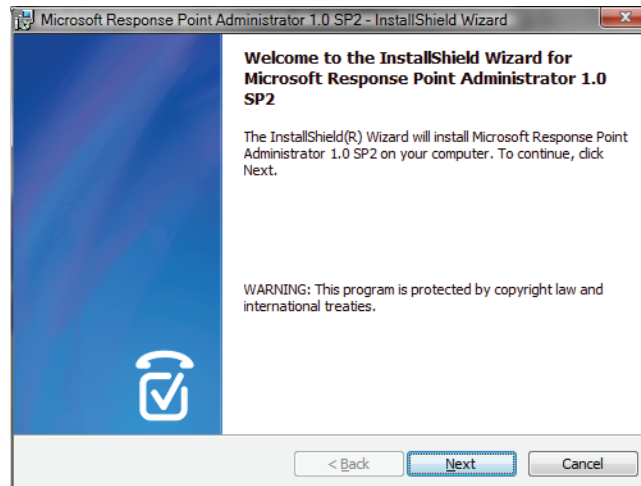


Upgrading your D-Link VoiceCenter Hardware with Microsoft Response Point 1.0 SP2

In this guide we will cover off the steps in order to upgrade your D-Link VoiceCenter hardware to Microsoft's Response Point 1.0 SP2. If you have not already downloaded the Response Point 1.0 SP2 update, please find it [here](#).

Step 1: Upgrade your DVX-2000MS Base unit

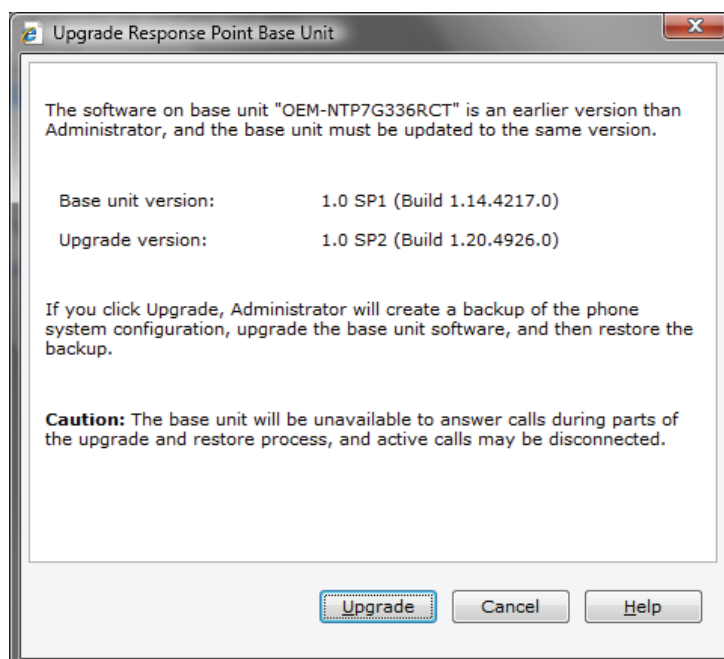
After downloading the D-Link SP2 Upgrade package, run the file and install the Administrator software package.



Installing the Response Point Administrator software

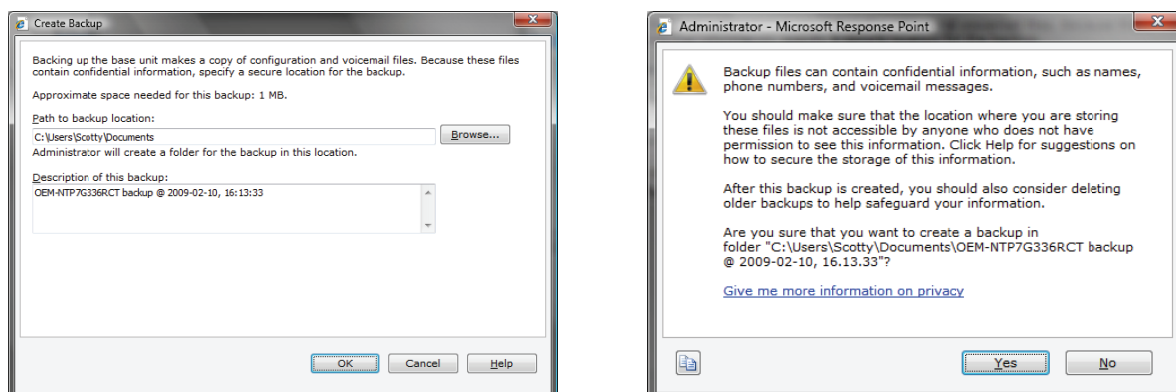
Note: You will also need to upgrade each users Microsoft Response Point Assistant program individually.

When the Administrator software upgrade is complete you can then connect to your base unit. Once you do this, it will state that your base unit is out of date and start the upgrade process. Click on “**Upgrade**” to continue.



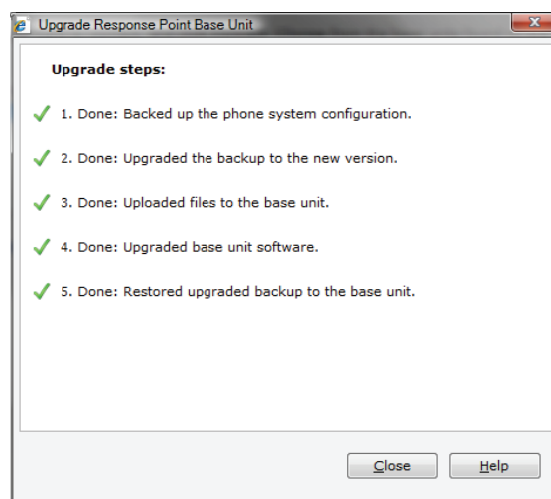
Upgrade Base Unit Prompt

Ensure that during the upgrade process you follow the instructions to backup and restore your base unit configuration, this way when the upgrade is completed your entire user and phone configurations will be kept and upgraded to the latest version.



Creating a backup for restoration at the completion of the upgrade process

Once the upgrade is complete there will be green ticks next to each of the 5 items. Click on “Close” and reconnect to your base unit.



Status of Upgrade process

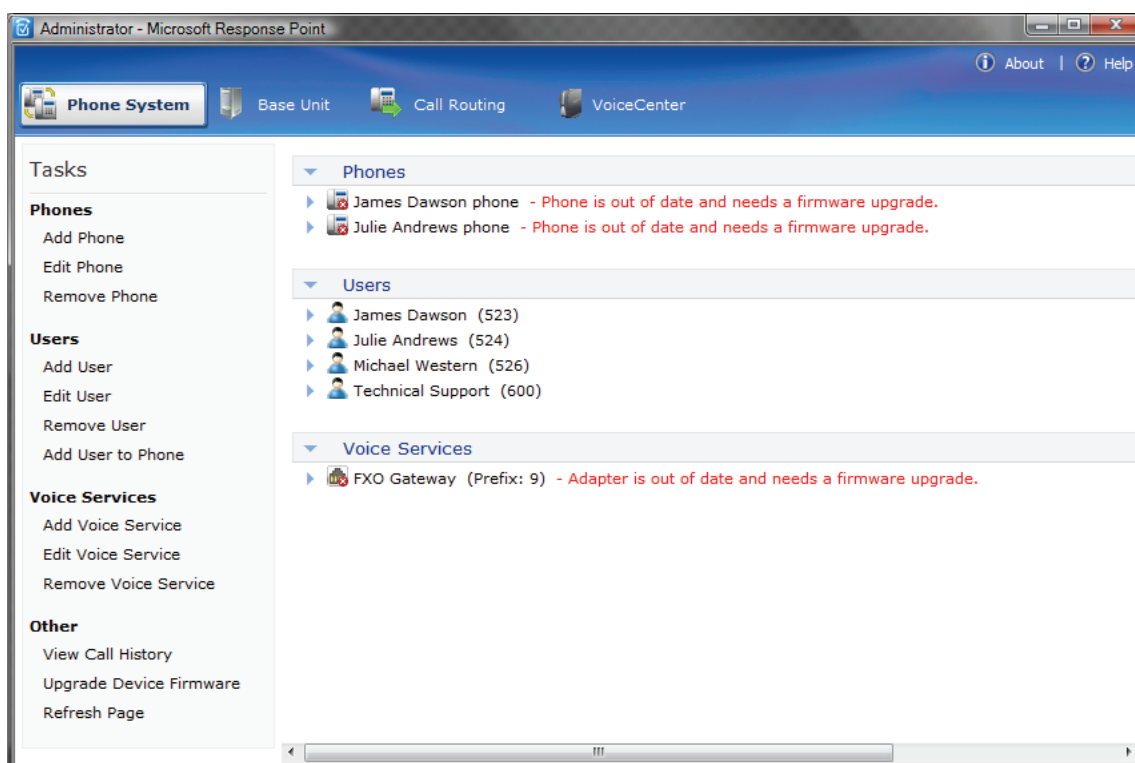
Step 2: Verify Upgrade of Service Pack 2

After you upgrade your Response Point Administrator software go to the “Base Unit” tab to confirm the correct version is now loaded. The “Base Unit Software Version” should be “1.0 SP2 (Build 1.20.4926.0)”.

Properties

Network address (IP address):	192.168.1.110
MAC address:	00-40-63-F0-C2-13
Base unit software version:	1.0 SP2 (Build 1.20.4926.0)
Base unit platform version:	1.02.1144217.06.05
Emergency services numbers:	000
E-mail server:	Disabled. <Click to configure>
VPN Access:	Disabled. <Click to configure>
Date and time on base unit:	2/9/09 9:33 PM
Time since last refresh:	Less than one minute

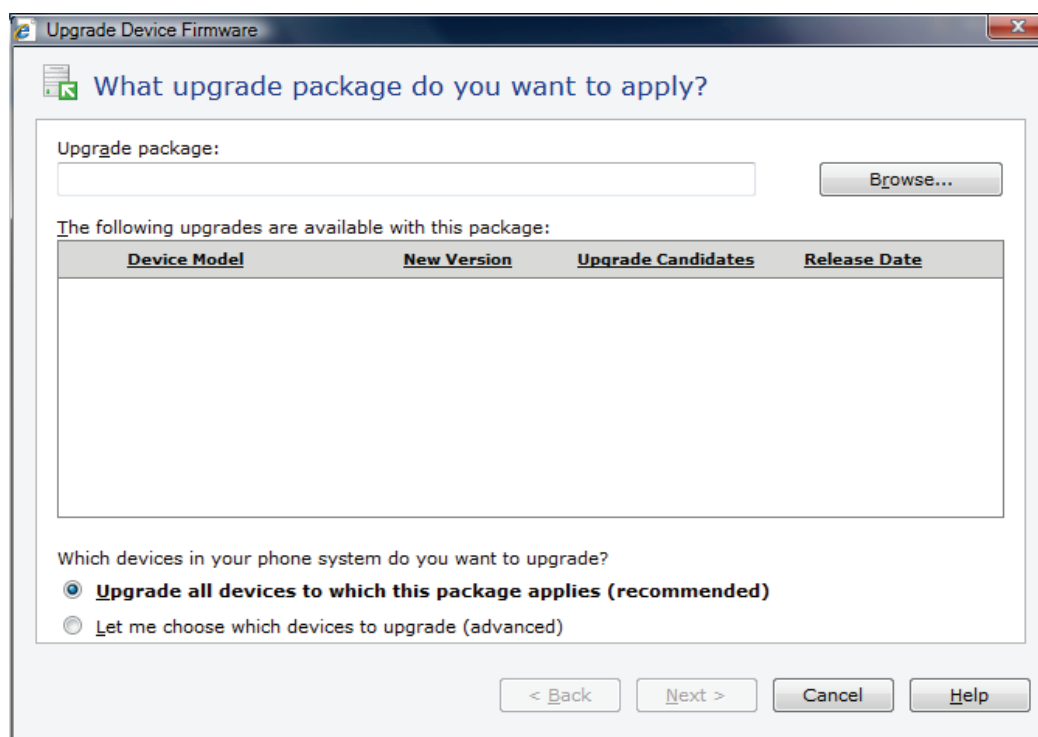
Note: After upgrade, you may notice that your phone and gateway devices will show that they are out of date and need to be upgraded. Step 3 will walk you through this process.



Phone System Configuration Interface

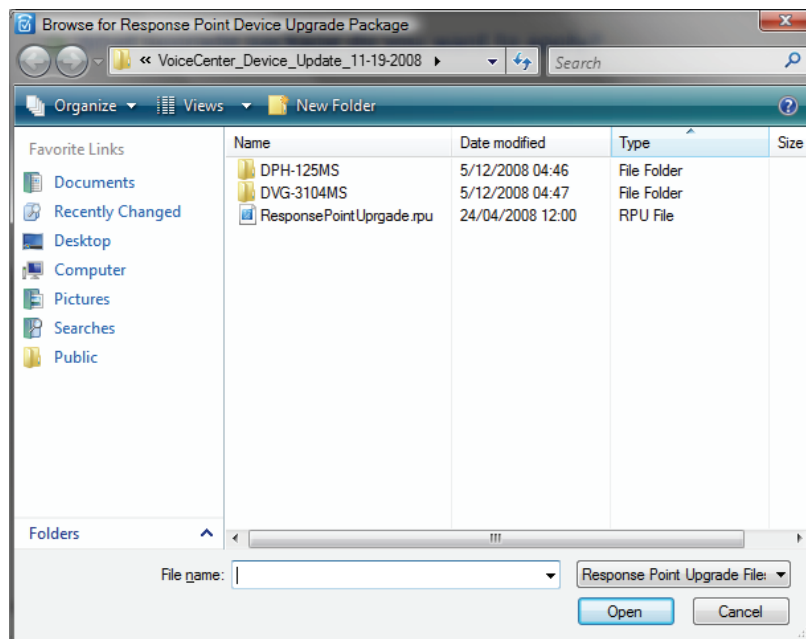
Step 3: Upgrade Phone and Gateway Devices

Go to the “**Phone System**” tab along the top and you will see a Red warning message that your phone and gateway devices are out of date. Under the “**Other**” menu on the left hand side click on the “**Upgrade Device Firmware**” option to walk through the process of updating your devices.



Upgrade Device Firmware

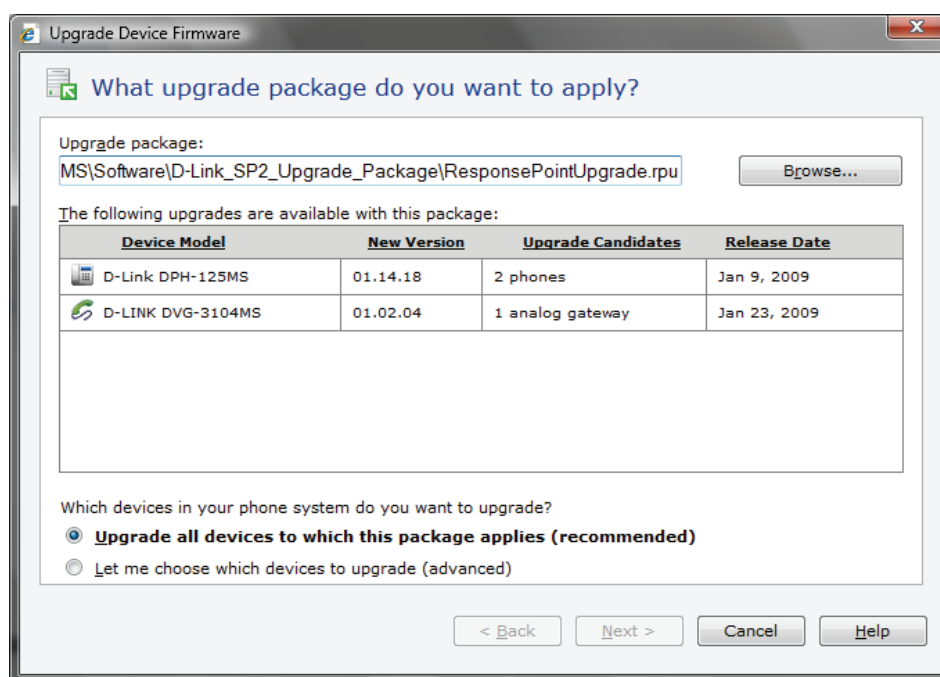
Browse to the “**Phone and Gateway Upgrade**” folder and select the “**ResponsePointUpgrade.rpu**” file.



Selecting Response Point Upgrade file

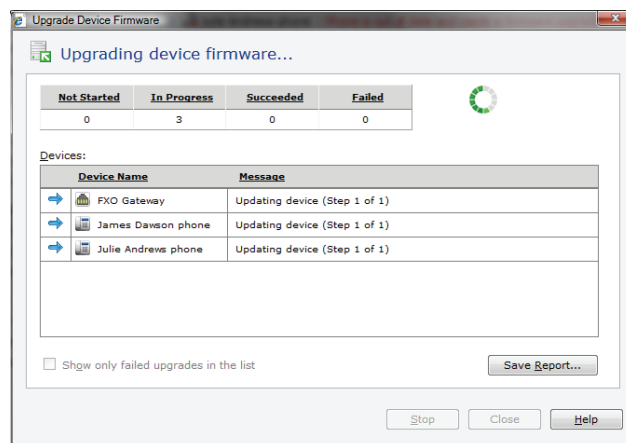
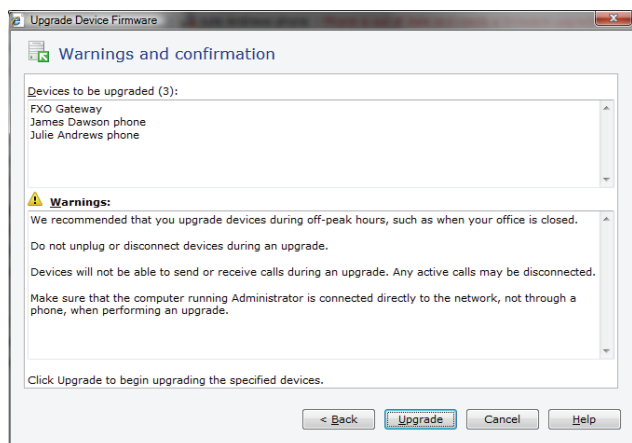
You will see the following screen showing the phones and gateways to be upgraded.

Note: Leave the radio button selected that will upgrade all devices and click “**Next.**”

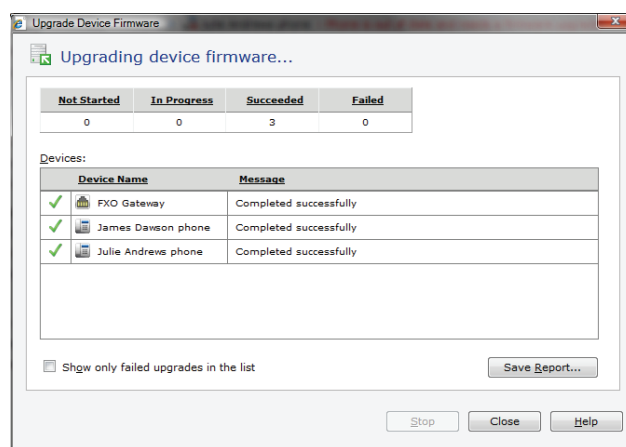
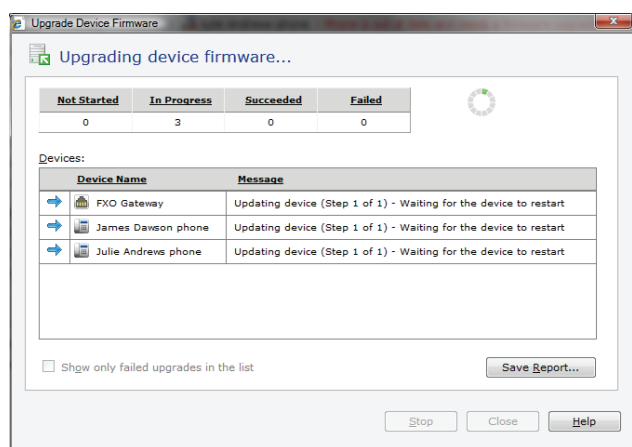


Upgrade Device Firmware with Devices Shown

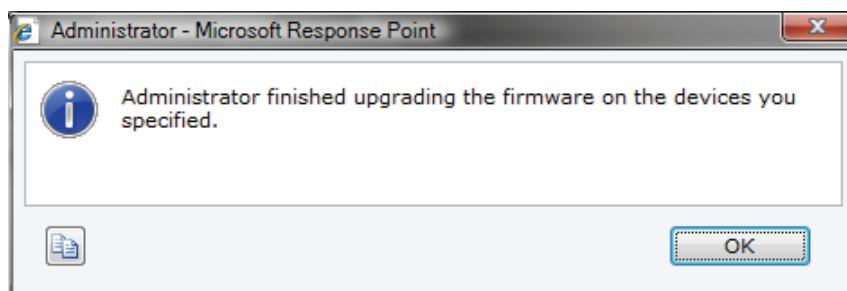
Once you click next you will see a list of all your phone and gateway devices to be upgraded. Ensure all the phones and gateways are listed and click “**Next.**” The next screens will give you a status of the upgrade progress.



You will be prompted to confirm the upgrade of the devices and then see an upgrade progress window



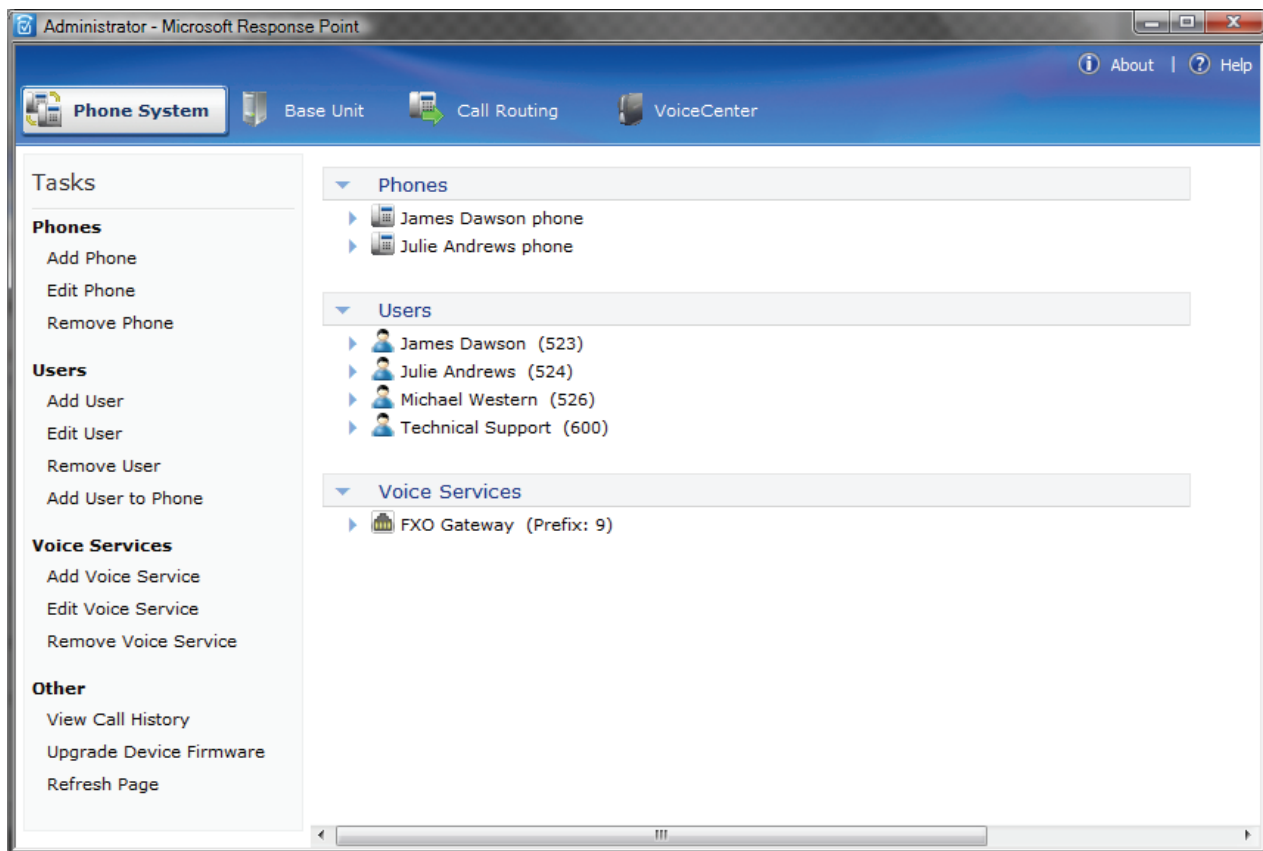
The devices will restart individually when they have finished updating then confirm if successful or not



Device Upgrade has completed

Once the Device Upgrade has been completed you may be asked if you would like to backup your settings. It is highly recommended that you backup your settings at this time. All configuration data will now be updated to the latest version for Microsoft Response Point SP2. Please refer to the User Manual for more information on the creation and restoration of a backup.

Once we have completed the upgrade process we will be returned to the “**Phone System**” tab, and you will have noticed that the red text stating that the devices are out of date have now disappeared and the system is update to date and ready for use.



This now completes the upgrade process.

For any complications during this setup please consult the Product's User Manual on the supplied CD. If you are experiencing issues after following this guide, please feel free to contact your authorised D-Link VoiceCenter partner for further support.

~End of Document~