

# D-Link®

Microsoft®  
Response Point



## *QUICK INSTALL GUIDE* *DVG-3104MS*

VERSION 1.1

VoiceCenter™

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## 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 DVG-3104MS 4-Port  
PSTN Gateway



Manual and QIG on CD



CAT5 Ethernet Cable



Power Adapter



Phone Cable

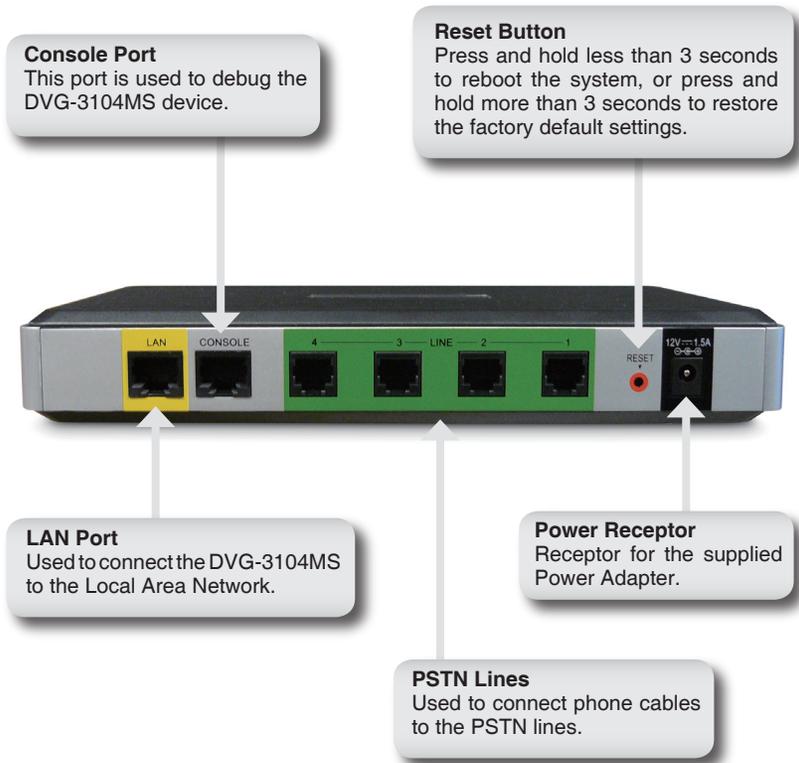
**Note:** Using a power supply with a different voltage rating than the one included with the DVG-3104MS will cause damage and void the warranty for this product.

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

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# Hardware Overview

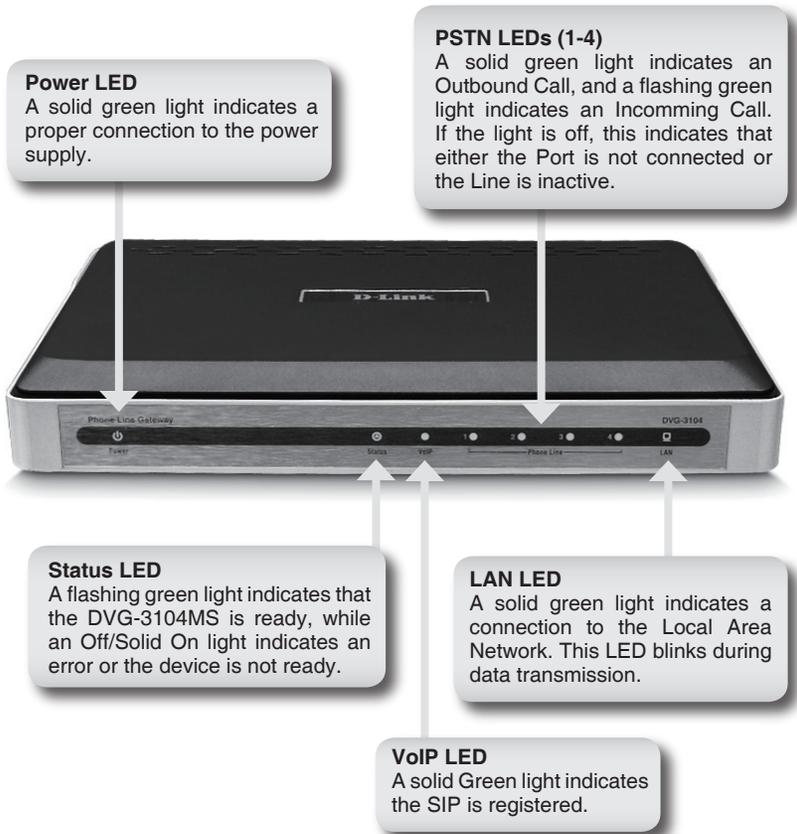
## Connections



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# Hardware Overview

## LEDs



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## Installation

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

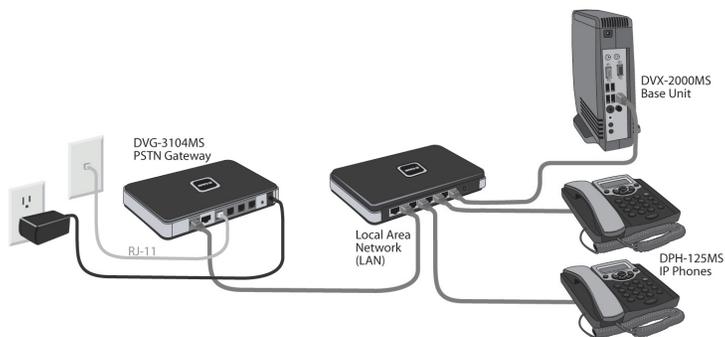
**Note:** Avoid disabling your existing phone service while setting up VoiceCenter™. If you have an alternative jack available, use it to set up and test the VoiceCenter phone system.

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 cable to your Local Area Network via 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 the gateway, it should look like the diagram below:



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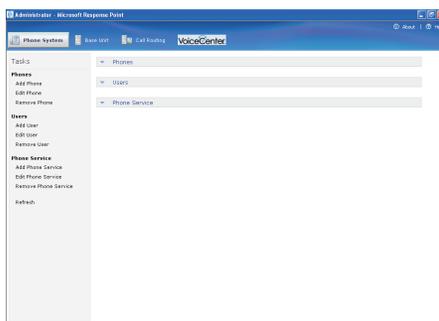
## Configure the DVG-3104MS Gateway

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

Open Microsoft Response Point Administrator to configure the gateway using the Configure Phone Service Wizard. Follow these steps to configure the gateway:

In Microsoft Response Point Administrator, click the **Phone System** tab at the top of the screen if necessary.

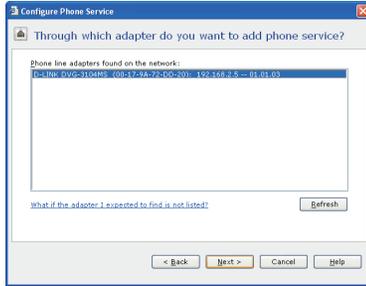
In the **Tasks** panel, under **Phone Service**, click **Add Phone Service** to launch the Configure Phone Service Wizard.



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



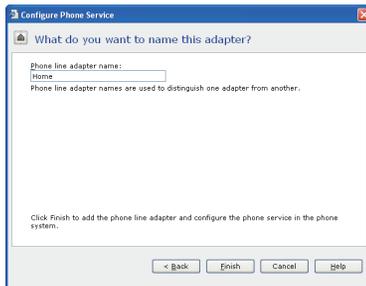
Select the D-Link DVG-3104MS Gateway you just connected and click **Next** to continue.



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.



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# 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

(877) 354-6555

### World Wide Web

<http://support.dlink.com>

## Canada

### Telephone

(800) 361-5265

### World Wide Web

<http://support.dlink.com>



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