


 SP2

## About Microsoft Response Point


Microsoft® Response Point™ is phone system software designed for small businesses with 1 to 50 employees. The intuitive management programs, voice-activated user interface, and rich feature set make Response Point easy to configure, manage, and use. D-Link, Syspine, and Aastra offer complete systems that are bundled in affordable starter packages.

Microsoft Response Point 1.0 Service Pack 2 (SP2) introduces new-and-improved features that expand your voice service options, empower the administrator to better manage the system, and enhance the phone system experience for everyday users and callers.

The orange stamps  in this guide highlight what's new in SP2.

**Response Point button.** Press the blue "RP button," and take advantage of Response Point's integrated voice recognition (IVR) technology.

**Easy-to-follow configuration wizards.** Walk through complex administrative tasks one step at a time. Wizards help guide you in configuring users, phones, voice service, and performing device firmware upgrades.

 **Intercom.** Make 2-way intercom calls or send 1-way pages to individuals or groups using the intercom system.

**Voice commands.** Use voice-activated commands to dial, transfer, and retrieve calls. You can also ask for the company directory or for free directory assistance.

**Voice dialing.** Use your voice, instead of your phone keypad, to call contacts. This hands-free solution eliminates the need to memorize and press numerous key sequences.

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**Management applications.** Use the Response Point Administrator (for the system administrator) to set up and monitor the entire phone system. Use the Response Point Assistant (for the everyday user) to configure individual preferences, click-to-call contacts, and view call status.

**Automated Receptionist.** Enable the automated voice to answer and direct calls all of the time, when the office is closed, or when your receptionist can't take calls. You can customize the automated greetings, responses, and prompts that callers will hear when they navigate the phone system. You can record answers to questions that callers frequently ask the Automated Receptionist, such as "What are your business hours?"

**NEW SP2 Customizable after-hours schedule.** Schedule the Automated Receptionist to handle calls after-hours, on holidays, and during business closures.

**VoIP service.** Configure Response Point with VoIP service, offered through VoIP service providers, so that your business can send and receive calls over the Internet using cost-saving VoIP technology.

**Two-click backup and restore.** Protect important phone system configurations, voicemail files, and contacts using this simple method.

**NEW SP2 VPN access.** Enable VPN access so that people can use the phone system from remote networks.

**Direct-dial numbers.** Configure direct-dial VoIP or digital numbers so that you can give customers multiple business numbers without the hassle and cost of setting up new phone lines.

**Incoming call notifications.** Enable popup windows that identify incoming callers to appear on your computer screen.

**NEW SP2 Customizable URLs in notification windows.** Integrate with 3rd-party applications to customize the links that appear inside incoming call notifications.

**Voicemail retrieval by phone or e-mail.** Receive voice messages as recordings or as e-mail attachments.

Device firmware upgrades. Follow a three-step wizard to upgrade your phones and analog gateways with the latest firmware.

**Automatic phone discovery.** Add phones to the office LAN, and Response Point automatically discovers them, allowing you to start the configuration process instantly.

**Parked-call transfer to voicemail.** Forward a call to any voicemail box when someone wants to leave a voice message for you or another Response Point user.

**Call-forwarding rules.** Tell Response Point how to handle calls when you can't. For example, you can forward calls to your mobile phone after 5 rings.

**NEW SP2 VoIP gateway device.** Configure VoIP service with an on-premise gateway device that helps improve service quality.

**Call routing options.** Choose how incoming calls are answered. You can have the Automated Receptionist, official receptionist, or multiple users route calls when they come into your business.

**NEW SP2 Automatic parked-call return.** Have callers waiting in park for 3 minutes automatically returned to the person who originally handled the call.

**Click to Call.** Use your mouse to call contacts from the Assistant. Double-click a name in the contact list, and Response Point dials the number for you.

**Call status.** Check in-call and parked-call status from the Assistant by viewing status indicators.

**NEW SP2 Digital service.** Configure voice service with a digital service provider. Digital service is often referred to as "T1," "E1," "PRI," or "ISDN" by some service providers and in different regions.

**Call history log.** Monitor incoming and outgoing call activity by filtering, sorting, and analyzing the data collected by a detailed call log.

**Park music.** Play an audio file callers will hear as they wait in park.

**NEW SP2 Call-forwarding message.** Turn on or off an announcement that notifies people when calls are forwarded.

**Bypass Receptionist.** Directly connect callers to specified extension numbers, bypassing the receptionist or Automated Receptionist.

**External Access.** Permit specified external phone numbers (such as your mobile phone number) to access Response Point remotely.

**NEW SP2 Multi-function gateway devices.** Configure hybrid gateway devices that have both FXO and FXS ports, or can be used for either analog or digital service.

**Contact import.** Import batches of business and personal contacts from Microsoft Office Outlook, Windows Address Book (Windows XP), or Windows Contacts (Windows Vista).

**Free directory assistance.** Voice-dial 1-800-CALL-411 to find business phone numbers in the U.S. and other information by saying "Call four one one."

**NEW SP2 Improved DTMF detection.** Change the channel that detects touch tones to reduce speech misrecognition, often caused by background noise and variable service requirements.

**Restricted access on phones.** Designate phones for internal use or for calling emergency services only.