

Frequently Asked Questions about D-Link xStack IP Telephony

Q: What is xStack IP Telephony?

A: IP (Internet Protocol) Telephony also called Voice over Internet Protocol (VoIP) is a means for small businesses to reduce costs by merging voice and data into a single converged communication network. Using your cable or DSL Internet connection to make phone calls, you will lower monthly phone bills significantly and add services and features not available with traditional phone services.

Q: What type of customer would most benefit from using D-Link xStack IP Telephony?

A: D-Link xStack IP Telephony is ideal for virtually any small business. The main benefit of VoIP is very non-technical and simple to understand - it is cheaper than traditional phone services and has more features than you probably currently know about or use. Installation only requires one wire resulting in reduced set-up costs. With VoIP, you can call anywhere at anytime for less money. And it's better than your traditional line because it expands the power of your phone.

Q: Does my current phone system give my business what it needs?

A: If your phone system is based on old technology, probably not. Your competitors will operate faster and be more professional with the latest in communications software. A VoIP phone service offers a number of advantages over current telephone services. Although it relies on different technology and communications that do not travel over traditional phone lines, it provides features similar to your current telephone service. Features include conferencing, call forwarding, call hold, follow me, call forwarding and voicemail. D-Link xStack IP Telephony delivers the capabilities that allow you to overtake the competition. If you have a broadband connection in your office you can use xstack VoIP technology to supplement your existing infrastructure.

Q: Do I need to understand the technology to implement IP Telephony?

A: No. D-Link xStack IP Telephony is designed specifically to give you more functionality without making more demands on your resources. D-Link offers online and 24/7 tech support on all of our products. We are with you after the sale.

Q: Can I grow my business using D-Link xStack IP Telephony?

A: Yes. The D-Link IP PBX (DVX-1000) can support up to 25 extensions, which can be located anywhere with Internet access. Additional extensions are added via license codes that are obtained via your reseller or directly from D-Link.

Q: Do I need to spend a lot of money?

A: Not at all. After an initial investment, costs can be substantially lower since there are no charges for local service connections or long-distance calls and you do not have to install and maintain a PBX (private branch exchange) system to provide individual phone lines for your employees. Another significant savings comes from the elimination of separate service lines for voice and data.

Q: What about security?

A: The D-Link IP PBX (DVX-1000) uses advanced security features to protect your voice network from unauthorized access. To prevent hackers from breaching the system, the IP PBX (DVX-1000) uses MD5 SIP authentication encryption software. The IP PBX (DVX-1000) also includes an integrated firewall for intrusion detection and protection against denial of service attacks.

Q: Is IP Technology too new to be reliable?

A: VoIP has been around for almost as long as public Internet access. But slow, dial-up access speeds limited widespread interest. High-Speed Internet has helped IP Telephony to become a rapid growing market both domestically and internationally. Recent statistics estimate that there will be 17.5 million VoIP subscribers by the end of 2008.