

### Customer Profile:

DEL SOL  CHURCH

Del Sol church, in El Paso, Texas, helps people in their community develop a personal relationship with God through Jesus Christ and healthy relationships with others. Their worship, Bible Study groups, support groups, seminars and ministries are designed to accomplish that purpose. Part of this mission includes communicating with the public with telephones. D-Link helped them replace a costly PBX system with a D-Link VoiceCenter VoIP phone system that was easy to install, and continues to be easy to manage and maintain.

“If you can set up Christmas lights on a Christmas tree, you can set up a D-Link phone system.”

- Creighton Bell, Director of Technology, Del Sol Church, El Paso, Texas

## Texas Church Replaces Problematic, Costly PBX Phone System with Hassle-Free D-Link VoiceCenter™ VoIP Solution

### The Challenge

Del Sol church's Creighton Bell had a problem. As Director of Technology, he's responsible for computers, networks, phones and video systems. The phone portion of his responsibilities, however, wasn't living up to its promise. Their traditional digital PBX system – a set-up they originally bought five years ago – was quickly becoming technologically obsolete. More importantly, it was difficult to replace parts and phones as time wore on.

“When a card started to fail, we'd have to scour eBay to find a replacement part,” said Bell. “Same thing with the phones. If someone broke a handset, we'd have to just hope that we could find a vendor out there that could replace it. We'd have to wait for shipping, of course, too. One time we had a power surge scare that smoked one of the board components. We endured several days of downtime, waiting for replacement equipment.”

The replacement equipment wasn't cheap, either. Del Sol needed a cost effective, easy to deploy, easy to support VoIP system.

They discovered D-Link's VoIP solutions by accident. “We were in the process of upgrading the core backbone between the buildings,” said Bell. They were using D-Link switches for the backbone project and noticed some information about VoIP systems on the D-Link Web site. D-Link was soliciting customer participation for a beta test program at the time. “I was intrigued because I use VoIP for my home phone,” said Bell. Del Sol submitted a profile form and was accepted into the program.

### The Solution

Del Sol signed up for D-Link's VoiceCenter VoIP beta test program in October of 2007, and immediately experienced relief. For starters, the system was “very very easy to install,” according to Bell. “That's one of the strongest features. The components easily attach. There's an Ethernet line in each PC. It doesn't require a rocket scientist.” The church

*Configuring VoiceCenter is easy with Microsoft's user-friendly and intuitive Response Point software.*

installed the D-Link DVX-2000MS-10 VoiceCenter™ IP Phone System 10-Phone Kit for Microsoft® Response Point™ and 7 additional DPH-125MS phones. The system supports 50 total users. “Availability and pricing is much more attractive



*Del Sol church, based in El Paso, Texas, replaced its costly PBX phone system with a D-Link VoiceCenter VoIP solution.*

## Business Class IP Telephony

VoiceCenter™



**DVX-2000MS-10 VoiceCenter™ IP Phone System, 10-Phone Kit for Microsoft® Response Point™**

- A Microsoft® Response Point™ Phone System
- Designed with Simplicity in Mind: Easy to Install, Use, and Manage
- Scalable – Add Up to 50 Phones and Phone Lines\* to a Network
- No Fees or Licenses Required for Adding More Phones or Gateways

VoiceCenter™



**DPH-125MS VoiceCenter™ IP Phone for Microsoft® Response Point™**

- Designed with Simplicity in Mind: Easy to Install and Use
- Easily Add More IP Phones to a VoiceCenter Phone System – Up to 50
- Includes Microsoft ResponsePoint (RP) Button for One-touch Access to Voice-activated Commands
- No Fees or Licenses Required for Adding More Phones

than the PBX equipment we were using,” continued Bell. “We can replace a phone for about half the cost of a traditional PBX phone. And we can buy it at a shopping mall rather than being tied to some phone provider and their \$140 per hour ‘convenience’ charges for installation.”

Del Sol installed phones at two of their three campuses. Only two have office staff and are networked. They installed the complete 17-extension system in less than a day. “It wouldn’t have taken that long,” said Bell, “but we had to install a couple of Ethernet extensions in the process. That took some time.”

“That’s the extent of anything that’s considered burdensome,” said Bell. “If you can set up Christmas lights on a Christmas tree, you can set up a D-Link phone system. The devices are easily configured using Windows software. They spot each other across the network.”

Each phone user controls the call routing rules from a simple Windows applet. “The users don’t have to call a phone guy or a computer guy to set it up or change things,” said Bell. “It’s really nice. You don’t have to read a book. In fact, there was no documentation when we started the beta program. Our D-Link representative said we didn’t need anything. He said, ‘your mother could set this up,’ and that he was right.”

The Microsoft ResponsePoint system integrates with Del Sol’s Outlook email, so users have just one application to check when looking for messages – voice or text. Bell likes the back-up and restore features in Microsoft ResponsePoint. It’s easy to use, and they know it’s there if recovery is ever needed.



*The D-Link VoiceCenter was an easy addition to Del Sol church's network, which already included D-Link switches.*