



3Com® Worktops for NBX® IP Telephony

Solutions Guide



3Com, Ethernet pioneer and the first to offer businesses the power and enhanced productivity of an IP telephony solution, delivers exceptionally effective and affordable voice communications. Building on three decades of innovations, we converge voice and data on a single network, helping organizations increase productivity and reduce costs.

3Com NBX solutions—
easy to use, application-rich, and reliable.

Increasing Productivity, Reducing Costs



IP-Enriched Communications

3Com worktops—including desktop and PC-based phones—offer traditional telephony features plus a wealth of advanced IP telephony services that make business communications more efficient and productive. Hardware and software work together to provide users and administrators convenience and control.

Activating features, redirecting calls, and creating on-the-fly teleconferences require only the click of a button. Informative displays let users monitor incoming and outgoing calls and view calling logs and directory listings. Users can initiate calls quickly right from the directory.

3Com IP worktops help eliminate the costs and anxiety often associated with moving an office phone. Anyone who has had to wait days for an expensive service call merely to relocate an extension will appreciate their self-locating capabilities. To move a phone, the user just unplugs it from the original Ethernet port and plugs it into a port at the new location. All personal settings, extension numbers, and voice mails travel right along with the phone.

Every time a 3Com phone is powered on, it requests the latest software from the 3Com NBX® call processor. Changes and upgrades can be cost-effectively performed by internal staff and transparently delivered to user devices—without delay. And as a further convenience for end users and administrators, browser-based management saves configuration time and web-based support makes advanced features easier to master.

Employees won't be left behind as new features and functions become available.

For additional investment assurance, 3Com phones can also support the Session Initiation Protocol (SIP) standard. Organizations can continue to use their existing 3Com worktops in the future to support SIP-based solutions.

Versatile Design

Incorporating years of IP telephony experience, 3Com phones are designed to respond to the needs of a variety of organizations and office environments—helping simplify installations and lower equipment costs.

Power to the Desktop

The 3Com 3102 Business Phone, 3105 Attendant Console, and 3101 Basic Phone are all fully compliant with the IEEE 802.3af standard for Power over Ethernet (PoE). That means they can be centrally powered with any standard-compliant power source, including the stackable 3Com SuperStack® 3 Switch 4400 PWR and the innovative family of in-the-wall 3Com IntelliJack™ switches. 3Com IntelliJack products transform a single Ethernet outlet into four ports for strikingly easy-to-implement and economical LAN port expansion. Local 3Com Ethernet power sources are also available for additional deployment flexibility.

The 3Com 3102 Business Phone

Practical Design, Quality Performance



Flexible Worktop Options for an Array of Business Needs



Shown from left to right: 3Com 3101 Basic Speaker Phone and the 3Com 3105 Attendant Console. (3Com 3101 Basic Phone not shown)

3Com 3102 Business Phone

The 3Com 3102 Business Phone (shown on the previous page) is a full-featured yet easy-to-use worktop well suited to a busy office. Thousands of hours of research in acoustic design, hardware engineering, and audio tuning give this third-generation multiline phone superior voice quality based on hardware specially engineered to deliver higher-fidelity.

The 3102 model features a full-duplex speakerphone, 18 programmable buttons with lights, 10 fixed-feature buttons, and a two-line pixel-based LCD display that provides caller ID information and internal name directory access. The phone also comes with 802.3af PoE capability and two switched 10/100 Ethernet ports for LAN links.

For smooth adaptation to a multinational business environment, the 3Com 3102 Business Phone can be localized. The five most commonly used feature buttons—Speaker, Redial, Conference, Transfer, and Hold—are labeled with a removable faceplate that is available in English, French, German, Italian, or Spanish.

3Com 3101 Basic Speaker Phone

Offering big phone features in a compact form factor, the 3Com 3101 Basic Speaker Phone is an affordable alternative to the 3102 Business Phone. It offers practical, easy-to-use capabilities such as four programmable buttons for call management and access to frequently used functions, and clearly distinguished Hold and Message buttons to help users handle calls professionally. An intuitive, pixel-based, multiline display with three soft-keys and a four-way cursor controller provides instant access to the location's directory and call logs.

With the same attention to quality and detail that 3Com offers in all its phones, this basic model is also equipped with a half-duplex speakerphone for staff who require hands-free and two-way speaker communications. Two switched 10/100 Ethernet ports simplify connecting a computer or other networked device. Support for IEEE 802.3af PoE give organizations additional networking flexibility.

3Com 3101 Basic Phone

Demonstrating 3Com's commitment to offering its customers practical and cost-saving choices, the 3101 Basic Phone delivers all the rich capabilities of the 3101 Basic Speaker Phone but with a listen-only speaker.

3Com 3105 Attendant Console

The 3105 Attendant Console gives workgroup administrators and receptionists a flexible and intuitive tool for handling calls and viewing phone status for up to 100 users. To service larger locations with hundreds of users, multiple consoles can be connected in parallel.

In addition to 50 programmable buttons with functionality that can be doubled with a press of the SHIFT key, the console offers four additional buttons reserved for frequently used features. The 3105 model also supports Direct Station Selection and Busy Lamp Field (DSS/BLF) functions, CO line appearances, call park zones, and the 802.3af PoE standard.

Applications for Enhanced Control and Efficiency

3Com NBX NetSet™

A highly intuitive, browser-based administrative tool, 3Com NBX NetSet lets network administrators customize 3Com phones to fulfill both business requirements and user expectations. Pull-down menu choices are tailored to the capabilities of each type of phone.

Telecom managers in larger organizations with a host of users will appreciate the time-saving management functions that simplify creation of departmental profiles. NBX NetSet also offers customization options to users. They can do many things for themselves, like add speed dials, change ring tones, and create personalized off-site notification paths for new incoming messages. Using a simple web browser and appropriate passwords, the system's straight-forward pull down menu choices can be viewed and easily tailored anytime and from almost anywhere.

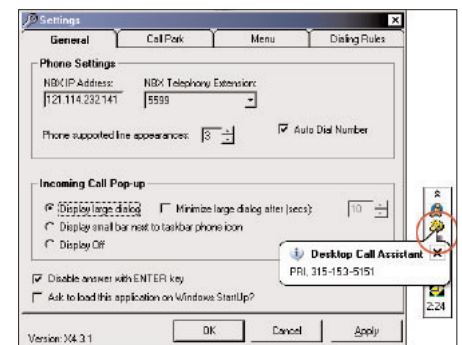


The user-friendly browser-based interfaces provided by NBX NetSet make programming and managing NBX phones easy and convenient.

3Com NBX Desktop Call Assistant (DCA)

A phone productivity tool for everyone in the office, NBX DCA lets users manage phone activity from their Windows PC desktops. The intuitive interface is designed to help the average user accomplish common phone-related tasks with speed and confidence. This Microsoft TAPI-based application comes free of charge with all NBX systems.

Using DCA, employees can dial calls by simply pointing and clicking on personal or corporate directory entries, or by dragging and dropping a phone number on an icon. They can also use their PCs to add new callers to their directories, benefit from features like call transfer and park, handle multiple calls, and maintain personal inbound and outbound call logs for reference or billing purposes.



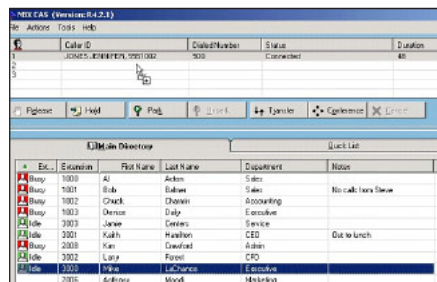
NBX DCA software lets users place calls by simply dragging and dropping a telephone number on the phone icon in the system tray of their computer. They can answer calls with similar ease by just clicking the same icon.

3Com NBX Complement Attendant Software (CAS)

NBX CAS gives attendants in phone-intensive offices the call-handling and automation capabilities they need for providing prompt and professional attention to callers. Low-cost site licenses are an economical way to extend the advantages of this application to any number of users at a particular location. Working with 3Com phones, the software enhances efficiency with fast directory access and keyboard-powered call control.

The CAS PC interface simplifies complex information by showing the attendant a complete view of multiple inbound and outbound calls. It queues incoming calls at the top of the screen, while also displaying caller information, call status, and transaction time. To transfer a call, the attendant simply uses the mouse to drag the call indicator onto the appropriate name in the user directory.

Easy-to-use color-coded icons indicate idle or in-use status. In addition, a note field can show contact information about individuals, such as "out of the office" or "works from home on Tuesdays." And CAS eliminates the problem of outdated directory entries by retrieving employee contact information from the NBX call processor itself. And the attendant can easily add contacts, hide names or modify the on-screen view—sorting by first name, last name, department, etc.



The screenshot shows the NBX CAS software interface. At the top, there's a window titled "NBX CAS (Extension:R12.1)" with a menu bar (File, Edit, Tools, Help). Below the menu is a call log table with columns: Call ID, Called Number, Status, and Duration. The first row shows a call to JONES, ERIN/EPA, 20011002, with status "Connected" and duration "40". Below the call log is a toolbar with icons for "Please", "Hold", "Find", "Transfer", "Conference", and "End". The main area is titled "Main Directory" and contains a table with columns: Ext., Extension, First Name, Last Name, Department, and Notes. The table lists several employees with their status icons (Busy, Idle, etc.) and notes.

Ext.	Extension	First Name	Last Name	Department	Notes
Busy	1000	Al	Adkin	Sales	
Busy	1001	Rob	Balase	Sales	No call: Tony Shaw
Busy	1002	Chuck	Dorwin	Accounting	
Busy	1003	Dennis	Daly	Executive	
Idle	2003	Jane	Cetani	Service	
Idle	2001	Kath	Headlen	CEO	Out to lunch
Busy	2008	Kim	Crawford	Admin	
Idle	3002	Larry	Farrin	CEO	
Idle	8000	Wynne	McPherson	Executive	
Idle	2005	Anthony	Mond	Marketing	

NBX CAS delivers productivity enhancing features without requiring expensive dedicated hardware.

3Com NBX pcXset Client Software

For telecommuters and travelers who want to take their phones with them, 3Com offers NBX pcXset software, a "softphone" application that puts the equivalent of a 3Com IP phone on a Windows-based laptop or desktop PC screen. Employees can place and receive calls on their computers while enjoying full 3Com phone functionality using the keyboard, mouse/trackball, and a compatible USB headset—no external phone is necessary.

Workers can remain fully connected to their office, manage multiple calls from incoming caller-ID information, and view their voicemail messages. They never need to be out-of-touch, because voicemail messages are always received even with the computer off. And since the phone is part of the PC, enhanced security options are available from Virtual Private Networks and users have the flexibility of a variety of connectivity options, including wireless Ethernet.



The NBX pcXset "softphone" displays on a computer desktop for intuitive use.

CAPABILITY COMPARISON CHART



	3101 Basic Phone	3101 Basic Speaker Phone	3102 Business Phone	3105 Attendant Console
Programmable Buttons with Lights	4	4	18	50
Fixed Feature Buttons	4	5	10	5
Display Soft Keys	3	3	3	0
10/100 Ethernet Ports (Switched)	2	2	2	1
160 x 33 Pixel Display	•	•	•	
4-Way Display Control	•	•	•	
Power over Ethernet IEEE 802.3af	•	•	•	•
Speakerphone	Listen-only	Half-duplex	Full-duplex	
Headset Jack			•	
Codecs: G.711, ADPCM, G.729 A/B	•	•	•	
G.722 Codec-Ready Handset	•	•	•	
G.722 Codec-Ready Speakerphone			•	
Adaptive Jitter Buffer	•	•	•	
QoS- IP ToS, 802.1p	•	•	•	
Adjustable Stand: 5 to 45 degree with wall mount	•	•	•	•
TAPI Support	•	•	•	
DHCP, Option 184	•	•	•	•
Definable Ring Tones	9	9	9	
Browser Based Administration	•	•	•	•
Platform Support: NBX Call Control	•	•	•	•
Platform Support: VCX SIP Call Control	•	•	•	•



3Com Corporation, Corporate Headquarters, 350 Campus Drive, Marlborough, MA 01752-3064

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