

A broad portfolio of high-value platforms helps organizations meet their individual needs while implementing Voice over IP solutions that enhance productivity, reduce costs and improve employee, partner and customer interactions.

PLATFORMS	KEY FEATURES	SELL AGAINST	WHY 3COM WINS
<p><b>3COM® ASTERISK SOLUTION</b></p> <p><b>Target Market:</b> 5 to 30 users</p> 	<ul style="list-style-type: none"> <li>› Quick set up enabled by preconfigured default dial plans and 20 preconfigured user profiles</li> <li>› Intuitive system administration via web GUI</li> <li>› SIP call control</li> <li>› SIP trunking support</li> <li>› Built on Open Source technology</li> <li>› Connectivity options, including 4 FXO, 4 FXS and 4 LAN ports and 1 WAN port</li> <li>› Unified Messaging—VM/email integration (standard)</li> <li>› Remote teleworking support (standard)</li> <li>› 15-party conferencing</li> <li>› Expanded legacy PBX/PSTN connectivity—available with 3Com VCX VoIP Gateways via SIP</li> <li>› Supported by select 3Com and 3Com Polycom phones</li> </ul>	<ul style="list-style-type: none"> <li>› Traditional key systems</li> <li>› Avaya IP Office</li> <li>› Linksys One</li> <li>› Nortel BCM 50</li> </ul>	<ul style="list-style-type: none"> <li>› Service and support from 3Com</li> <li>› Easy setup and maintenance</li> <li>› Flexibility of Open Source technology</li> <li>› Future-proof, standards-based architecture designed for application integration</li> <li>› Most cost-effective small business SIP IP PBX</li> <li>› Expanded application access via developer community</li> <li>› Ideal solutions for SMB</li> </ul>
<p><b>3COM NBX® IP TELEPHONY SOLUTIONS</b></p> <p><b>Target Market:</b> 25 to 100 users</p> <p><b>Models:</b> NBX V3000 Analog NBX V3000 BRI-ST NBX V3001R</p> 	<ul style="list-style-type: none"> <li>› Quick set up</li> <li>› Intuitive system administration via web GUI</li> <li>› 4 AA/VM x 400 hours standard (expandable up to 72 AA/VM)</li> <li>› Supports up to 1,500 devices</li> <li>› Built-in applications, including ACD, graphic CDR, AA/VM</li> <li>› Unified Messaging—VM/email integration (standard)</li> <li>› Support for legacy TAPI applications</li> <li>› Standard port configurations: V3000 Analog—4 FXO/1 FXO V3000 BRI-ST—4 BRI/1 FXS</li> <li>› With expansion chassis, support for a wide range of legacy PBX/PSTN interfaces, including T1, E1, BRI, FXO and FXS</li> <li>› Redundant disk, power supply and uplinks standard with V3001R</li> <li>› Multiple language support</li> <li>› Can be SIP-enabled for future applications</li> </ul>	<ul style="list-style-type: none"> <li>› Mitel SX-200 IP</li> <li>› Nortel BCM 200</li> <li>› Cisco UC500</li> </ul>	<ul style="list-style-type: none"> <li>› Ideal high-value solution for small business IP PBX</li> <li>› Easy setup and maintenance</li> <li>› 10 minutes to dial tone</li> <li>› Lower initial cost via built-in applications</li> <li>› Proven performance; over 30,000 NBX systems deployed worldwide</li> <li>› Best investment protection story in the industry—all hardware reusable with current software license</li> </ul>
<p><b>3COM VCX™ IP TELEPHONY SOLUTIONS</b></p> <p><b>Target Market:</b> 30 to 2,000+ users</p> <p><b>Models:</b> VCX Connect 100 VCX Connect 200 VCX Enterprise IBM System i IP Telephony</p> 	<ul style="list-style-type: none"> <li>› End-to-end SIP implementation</li> <li>› Survivable architecture</li> <li>› Multiple redundant hardware configuration options</li> <li>› Same software code used for all VCX platforms</li> <li>› Default settings for easy system setup</li> <li>› Intuitive system administration via web GUI</li> <li>› SIP trunking support</li> <li>› Unified Messaging—VM/email integration (standard)</li> <li>› Integrated Collaboration with Sametime*</li> <li>› Supported by select 3Com and 3Com Polycom phones</li> <li>› Large-scale conferencing option with IP Conferencing Module</li> <li>› Basic call center option via 3Com eXchange solution</li> <li>› Advanced contact center option via EPICCenter solution</li> <li>› Standard port configurations: VCX Connect 100—4 FXO/4 FXS</li> <li>› Soft console via IQ NetSolutions</li> <li>› Extensive range of 3Com VoIP Gateways for legacy PBX/PSTN connectivity via SIP</li> <li>› Inbound fax capability standard</li> <li>› Basic remote teleworker option via Ingate</li> <li>› Advanced remote teleworker option via TcM</li> <li>› Convergence Client included with 3Com 31xx IP phone purchase</li> <li>› Multiple language support</li> </ul> <p>* Currently available only for IBM System i IP Telephony implementations</p>	<ul style="list-style-type: none"> <li>› ShoreTel</li> <li>› Cisco Unified Communications Manager</li> <li>› Avaya Communication Manager</li> <li>› Nortel CS 1000</li> </ul>	<ul style="list-style-type: none"> <li>› Designed to support current and future applications</li> <li>› “Best End-to-End SIP Implementation” by Miercom</li> <li>› Awarded “Best Survivable, Distributed IP-PBX” by Miercom</li> <li>› Survivable call control and applications</li> <li>› No additional hardware needed to support SIP</li> <li>› Only solution with common software for small and large locations</li> </ul>



# 3COM® IP TELEPHONY APPLICATIONS

3Com® VoIP solutions enable a wide variety of applications, enhancing communications and business practices.

APPLICATION	NBX	VCX CONNECT	VCX ENTERPRISE
<b>BASIC ACD</b>	<b>3Com NBX ACD</b> <ul style="list-style-type: none"> <li>Two free agent licenses</li> <li>Up to 199 agents, 100 groups/system and unlimited supervisors</li> <li>Basic routing and reporting</li> </ul>	<b>Hunt Groups</b> <ul style="list-style-type: none"> <li>Linear, circular and calling groups</li> <li>Up to 100 groups/system, up to 75 members per group, up to 25 group memberships per user</li> </ul>	<b>Hunt Groups</b> <ul style="list-style-type: none"> <li>Linear, circular and calling groups</li> <li>Up to 100 groups/system, up to 75 members per group, up to 25 group memberships per user</li> </ul>
<b>MID-LEVEL ACD</b>	<b>3Com eXchange Call Center</b> <ul style="list-style-type: none"> <li>Comprehensive call routing</li> <li>Historical and real-time reports</li> <li>Agent and supervisor toolbars</li> </ul>	<b>3Com eXchange Call Center</b> <ul style="list-style-type: none"> <li>Comprehensive call routing</li> <li>Historical and real-time reports</li> <li>Agent and supervisor toolbars</li> </ul>	<b>3Com eXchange Call Center</b> <ul style="list-style-type: none"> <li>Comprehensive call routing</li> <li>Historical and real-time reports</li> <li>Agent and supervisor toolbars</li> </ul>
<b>ADVANCED ACD/IVR</b>	<b>3Com EPICCenter Solutions</b> <ul style="list-style-type: none"> <li>Skills-based routing</li> <li>Inbound and outbound dialing</li> <li>IVR functionality</li> <li>Historical and real-time reports</li> <li>Agent and supervisor toolbars</li> </ul>	<b>3Com EPICCenter Solutions</b> <ul style="list-style-type: none"> <li>Skills-based routing</li> <li>Inbound and outbound dialing</li> <li>Multimedia services (email, web chat)</li> <li>IVR functionality</li> <li>Historical and real-time reports</li> <li>Agent and supervisor toolbars</li> </ul>	<b>3Com EPICCenter Solutions</b> <ul style="list-style-type: none"> <li>Skills-based routing</li> <li>Inbound and outbound dialing</li> <li>Multimedia services (email, web chat)</li> <li>IVR functionality</li> <li>Historical and real-time reports</li> <li>Agent and supervisor toolbars</li> </ul>
<b>REMOTE WORKER</b>		<b>3Com Telecommuting Module</b> <ul style="list-style-type: none"> <li>Remote hard phone connected via Internet</li> <li>Server-based, DMZ location</li> <li>NAT traversal</li> <li>Larger remote-phone deployments</li> </ul>	<b>3Com Telecommuting Module</b> <ul style="list-style-type: none"> <li>Remote hard phone connected via Internet</li> <li>Server-based, DMZ location</li> <li>NAT traversal</li> <li>Larger remote-phone deployments</li> </ul>
<b>CONFERENCING</b>	<b>3Com IP Conferencing</b> <ul style="list-style-type: none"> <li>Up to 25 concurrent users</li> <li>Audio conferencing only</li> <li>Adhoc, meet-me and scheduled conferences</li> </ul>	<b>3Com IP Conferencing</b> <ul style="list-style-type: none"> <li>Up to 200 concurrent users/server</li> <li>Audio/video/desktop sharing and unlimited presence license</li> <li>Adhoc, meet-me and scheduled conferences</li> </ul>	<b>3Com IP Conferencing</b> <ul style="list-style-type: none"> <li>Up to 300 concurrent users/server and up to 3,000 users/system</li> <li>Audio/video/desktop sharing and unlimited presence license</li> <li>Adhoc, meet-me and scheduled conferences</li> </ul>
<b>WI-FI PHONES</b>	<b>3Com 3108 IP Phone</b> <ul style="list-style-type: none"> <li>802.11b/g compliant</li> <li>Smart flip-phone with color screen</li> <li>Secure roaming across access points</li> </ul>	<b>Hitachi WIP3000/5000 WiFi Phone</b> <ul style="list-style-type: none"> <li>WEP, TKIP WPA security</li> <li>Easy configuration through TFTP download</li> <li>802.11b/g compliant</li> <li>Certified 3Com Wireless Switch WX4400 support</li> </ul>	<b>Hitachi WIP3000/5000 WiFi Phone</b> <ul style="list-style-type: none"> <li>WEP, TKIP WPA security</li> <li>Easy configuration through TFTP download</li> <li>802.11b/g compliant</li> <li>Certified 3Com Wireless Switch WX4400 support</li> </ul>
<b>SOFTPHONE</b>	<b>3Com pcXset™</b> <ul style="list-style-type: none"> <li>Basic calling and features</li> <li>Call logs</li> <li>One free with system purchase</li> </ul>	<b>3Com Convergence Client</b> <ul style="list-style-type: none"> <li>SIP-based softphone (presence only with presence server)</li> <li>Voice, video, desktop sharing</li> <li>Call logs and feature access</li> <li>Can control 3Com 31xx IP phones</li> <li>Free w/3Com 31xx IP phone license</li> </ul>	<b>3Com Convergence Client</b> <ul style="list-style-type: none"> <li>SIP-based softphone (presence only with presence server)</li> <li>Voice, video, desktop sharing</li> <li>Call logs and feature access</li> <li>Can control 3Com 31xx IP phones</li> <li>Free w/3Com 31xx IP phone license</li> </ul>
<b>SOFT CONSOLE</b>		<b>IQ NetSolutions*</b> <ul style="list-style-type: none"> <li>Presence-based soft console</li> <li>Single-user presence software</li> <li>Optional integration with Outlook</li> </ul>	<b>IQ NetSolutions*</b> <ul style="list-style-type: none"> <li>Presence-based soft console</li> <li>Single-user presence software</li> <li>Optional integration with Outlook</li> </ul>
<b>PRESENCE</b>		<b>3Com Presence</b> <ul style="list-style-type: none"> <li>IP Conferencing base license included</li> <li>Monitoring of user presence via 3Com Convergence Client</li> <li>Unlimited users</li> </ul>	<b>3Com Presence</b> <ul style="list-style-type: none"> <li>IP Conferencing base license included</li> <li>Monitoring of user presence via 3Com Convergence Client</li> <li>Unlimited users</li> </ul>
<b>CALL RECORDING</b>	<b>3Com ExecutiveAssistant</b> <ul style="list-style-type: none"> <li>On-demand or continuous call recording</li> <li>Speech recognition auto-attendant and call screening</li> <li>Find me/follow me</li> <li>Account codes</li> </ul>	<b>Telrex CallRex*</b> <ul style="list-style-type: none"> <li>100% rules-based, on-demand recording via ** or ## on the phone</li> <li>Client for admin and users</li> <li>Scalable to thousands of users/multiple locations</li> <li>No interference with the IP telephony system</li> <li>SIP- and TAPI-integration</li> </ul>	<b>ASC*</b> <ul style="list-style-type: none"> <li>4 to 200 channels</li> <li>Call data without CTI</li> <li>Browser-based configuration, and search and replay</li> <li>Linux or Windows use</li> <li>QM as an option</li> </ul>
<b>EDUCATION SERVICES</b>	<b>3Com Education Module</b> <ul style="list-style-type: none"> <li>Homework hotline</li> <li>Automated absence calls</li> <li>Emergency supervisor notification</li> <li>Account codes</li> </ul>	<b>SchoolMessenger (Hosted)*</b> <ul style="list-style-type: none"> <li>General, emergency and absence calls</li> <li>Multi-language messages; message responses</li> <li>Database integration ad surveys</li> <li>Principal access</li> </ul>	<b>SchoolMessenger*</b> <ul style="list-style-type: none"> <li>General, emergency and absence calls</li> <li>Multi-language messages; message responses</li> <li>Database integration ad surveys</li> <li>Principal access</li> </ul>
<b>INBOUND FAX</b>	<b>Castelle FaxPress*</b> <ul style="list-style-type: none"> <li>Networked fax server</li> <li>Faxes sent from/to most desktop applications</li> <li>Email gateway</li> <li>Production faxing; integration with MFPs for scan to fax</li> </ul>	<b>3Com IP Messaging</b> <ul style="list-style-type: none"> <li>Fax to email</li> <li>Fax redirection</li> <li>Fax message-waiting indication</li> <li>Fax printing</li> <li>Included with IP Messaging user license</li> </ul>	<b>3Com IP Messaging</b> <ul style="list-style-type: none"> <li>Fax to email</li> <li>Fax redirection</li> <li>Fax message-waiting indication</li> <li>Fax printing</li> <li>Included with IP Messaging user license</li> </ul>
<b>OUTBOUND FAX</b>	<b>Castelle FaxPress*</b> <ul style="list-style-type: none"> <li>See Inbound Fax</li> </ul>	<b>Castelle FaxPress*</b> <ul style="list-style-type: none"> <li>See Inbound Fax</li> </ul>	<b>Castelle FaxPress*</b> <ul style="list-style-type: none"> <li>See Inbound Fax</li> </ul>