

Comprehensive set of communication services designed to enhance productivity through location-independent access to an integrated messaging environment

OVERVIEW

The 3Com® IP Messaging Module of the 3Com Convergence Applications Suite provides an advanced range of interactive services that help enterprises better manage their communications and increase the productivity of their workforce. The module lets users consolidate voice mail, email and faxes into a single inbox for flexible, location-independent retrieval and management. They can also schedule the times when messages are delivered, and send voice mails to individuals or groups using extensive and easy-to-maintain distribution lists. Additionally, users can take advantage of find me/follow me services to manage how they are contacted while maintaining their own anywhere, anytime access to messages.

The IP messaging auto-attendant capabilities allow enterprises to develop their own interactive voice response services, such as establishing dial-by-name directory functions or automated caller-specific call routing. Callers can be directed to pre-recorded announcements and voice forms, and their answers to a predetermined set of questions can be captured. In addition, an unlimited number of company switchboard, departmental or even personal auto-attendants on Direct Inward Dial (DID) numbers can be configured.

KEY BENEFITS

OPTIMIZE SERVICES BASED ON USER NEED

Administrators can configure the 3Com IP Messaging Module to provide an individualized set of services. Though usually groups of users are allocated a predefined class of service—ranging from a simple voicemail box to a comprehensive unified messaging mailbox with integrated email and fax—almost every feature of the mailbox can be tailored to match the exact needs of any group or single user in the organization.

MIGRATE SEAMLESSLY FROM LEGACY VOICE SYSTEMS

The IP Messaging Module uses the Session Initiation Protocol (SIP) to receive user connections either directly from SIP-compliant phones or from legacy PBXs or the PSTN through SIP Voice over IP (VoIP) gateways to connect to the messaging system. These options let enterprises deploy the module as either a standalone centralized messaging application integrated with existing voice systems or as part of a complete migration to IP telephony and SIP-based services.

FLEXIBLY SCALE FOR MULTISITE DEPLOYMENT

The 3Com IP Messaging Module architecture is based on a set of location-independent servers and software platforms that can be centralized or distributed across multiple sites, providing flexibility and scalability in a geographically dispersed organization.

ENSURE BUSINESS CONTINUITY

The IP Messaging Module offers network-based redundancy to ensure market-leading business continuity. Primary and secondary servers can synchronize stored messages using real-time mirroring to ensure high service availability. The module can also revert to another IP Telephony

KEY BENEFITS (CONTINUED)

Module without disruption should it detect a phone system failure. And for added security, the IP Messaging Module is delivered as a Linux-based application on a 3Com V6000 or V7000 server platform.

Feature Highlights

Integrates fax and voice mail into email and allows email to be accessed from a phone using text-to-speech capabilities

Scales with load balancing to allow support for over 50,000 mailboxes

Provides redundancy and mirroring for business continuity

Deploys as a centralized or distributed system enabling messages to be sent to users anywhere regardless of location

Retrieves and archives messages and retrieves deleted messages

Supports multiple notification methods, including SIP registration, SMDI, inband (outbound call), pager, voice auto-delivery, email auto-delivery and PBX integration device; integrates with NBX® IP telephony platforms

Allows a variety of delivery services, including delayed or scheduled messages according to distribution list, message broadcast, message forwarding, message notification, message annotation, message play-out control, user directory and mailbox full alert

Enhances collaboration with find me/follow me services, identifying special calls by Caller ID, then locating the user and sending calls to that location

Enables unlimited number of auto-attendants and personal auto-attendants

Fully supports industry-standard SIP and SNMP management

Supports fax auto-delivery, fax mailbox and fax-to-print

Enhances support with an online help function

SPECIFICATIONS

HARDWARE

3Com V6000 or V7000 server platform running Linux

SOFTWARE

Linux kernel with enhancements for performance, multi-threading and security services

MESSAGING PROTOCOLS

IMAP4, POP3, SMTP and VPIM

LANGUAGE SUPPORT

English (US and UK), French (Parisian and Canadian), Italian, Spanish (Castilian and LAT)

SIP SUPPORT

RFC3261

CODEC SUPPORT

Either G.711 or G.729

EMAIL INTEGRATION

POP3 functionality (client and server)
IMAP4 functionality (server only)
Email client access to IP Messaging Module via third-party POP3/IMAP4 clients

ORDERING INFORMATION

PRODUCT DESCRIPTION

3Com IP Messaging Seat License (for additional voice or unified messaging mailboxes)

3Com Text-to-Speech License Per Port (English; for additional concurrent user sessions on the text-to-speech engine)

3Com Text-to-Speech License Per Port (Latin American Spanish)

3COM SKU

3C0VS73100-05

3C0VS72209-05

3C0VS72309-05

Note: A 3Com Voice Authorized Partner can help determine a configuration that meets specific business requirements. Partners and customers can obtain a preliminary quote based on a defined configuration by using the web-based 3Com Voice Solution Finder tool at www.3com.com/voipfinder. Additional information on 3Com convergence solutions can be viewed at www.3com.com/voip.

Visit www.3com.com for more information about 3Com secure converged network solutions.

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